

## **PRIVACY NOTICE**

At Luke Jenkins Building Surveyors Ltd we understand that your privacy is important to you and we want you to understand how your personal data is used. We will only use your personal data in the ways that are described here, and in line with what is consistent with our obligations and your rights under the law.

### **Information About Us**

Luke Jenkins Building Surveyors Ltd is a limited company registered in England under company number 11664228.

Registered address: 4 Dunster Drive, Haverhill, Suffolk, CB9 9AY

We are members of The Royal Institution of Chartered Surveyors.

### **Personal Data**

Personal data is defined by the General Data Protection Regulation (EU Regulation 2016/679) (the "GDPR") as 'any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier'.

Examples of personal data we hold about our clients include names, addresses and email addresses.

### **Your Rights**

Under the GDPR, you have the following rights, which we will always work to uphold:

- The right to be informed about our collection and use of your personal data.
- The right to access the personal data we hold about you.
- The right to have your personal data rectified if any of your personal data held by us is inaccurate or incomplete.
- The right to be forgotten.
- The right to restrict the processing of your personal data.
- The right to object to us using your personal data for a particular purpose or purposes.
- The right to data portability: if you have provided personal data to us directly, we are using it with your consent or for the performance of a contract, you can ask us for a copy of that personal data to re-use with another service or business.

Further information about your rights can also be obtained from the Information Commissioner's Office or your local Citizens Advice Bureau.

If you have any cause for complaint about the use of your personal data, please see our Complaints Procedure which is available on our website.

### **How your Personal Data is Used**

Under the GDPR, we must always have a lawful basis for using personal data. This may be because the data is necessary for our performance of a contract with you, because you have consented to our use of your personal data, or because it is in our legitimate business interests to use it. Your personal data may be used for one or more of the following purposes:

- Providing and managing your account

- Supplying our services to you. Your personal details are required in order for us to enter into a contract with you
- Communicating with you. This may include responding to emails or calls from you

We do not use your personal data for marketing purposes.

We do not use cookies on our website.

### **Personal Data Storage Length**

Data from clients will be kept for a maximum of 7 years, after which time it will be destroyed securely.

### **Sharing Your Personal Data**

Your personal data will only be shared with your consent and on a need to know basis, for instance to allow us to contact an Estate Agent to gain access to a property. Other than when we are legally obliged to share your personal data, we will not pass your information to third parties without your consent.

There may be rare occasions when we would need to share your personal data without your consent, such as if a surveyor identifies illegal activity or a safeguarding concern while we are providing a service to you.

If any of your personal data is required by a third party, we will ensure it is handled safely, securely, and in accordance with your rights.

### **Accessing Your Personal Data**

If you would like to know what personal data we have about you, you can ask us for a copy of it. This is known as a “subject access request”.

Please email [luke@ljenkinsbuildingsurveyors.co.uk](mailto:luke@ljenkinsbuildingsurveyors.co.uk) stating that you wish to make a subject access request. All such requests will be responded to within 28 days. There is no charge for this service.

### **Changes to this Privacy Policy**

We may change this Privacy Notice from time to time. This may be necessary, for example, if the law changes, or if we change our business in a way that affects personal data protection.

Any changes will be made available on our website.