

## Privacy Policy

### Purpose of policy

We are committed to protecting your personal information and being transparent about what information we hold about you and how we use it, in accordance with the General Data Protection Regulations 2018 (EU). Using personal information allows us to develop a better understanding of our customers and in turn to provide you with relevant and timely information about the work that we do.

This policy explains:

What information we may collect about you

How and when we may use that information

In what situations we may disclose your details to third parties

Your choices about the personal information you give us

Information about how we keep your personal information secure, how we maintain it and your rights to be able to access it

Our use of cookies to improve your use of our website

What to do if you have a complaint about the use of your data

If you have any queries about this policy, please contact us at [info@hammondsurveyors.co.uk](mailto:info@hammondsurveyors.co.uk)

### Information collection

We collect various types of information and in a number of ways. We only collect these personal details when you specifically provide them on a voluntary basis. This information comes directly from you and with your consent when you sign up for our mailing lists, in person or over the phone or email us. We also use Cookies on our website (see below for further information about our use of cookies).

### The information you give us

When you register on our website, we'll store personal information you give us such as:

Your name

Email address

Telephone number

### Information about your interactions with us

For example, when you visit our website, we collect information about how you interact with our content and ads. When we send you a mailing we store a record of this, and in the case of emails, we keep a record of which ones you have opened and which links you have clicked on.

### Sensitive personal data

(GDPR) Data Protection law recognises that certain categories of personal information are more sensitive such as health information, ethnicity, religious beliefs and political opinions. We do not usually collect this type of information about our clients unless there is a clear reason for doing so.

### Legal basis

There are two bases under which we may process your data:

#### Contract purpose

When you make a purchase from us, you are entering into a contract with us. In order to perform this contract, we need to process and store your data. For example, we may need to contact you by post, email or telephone to complete a project, or in the case of problems with your payment.

#### Legitimate business interests

We will collect and process your personal data for purposes that are in our legitimate business interests. However, we only do this if there is no overriding prejudice to you by using your personal information in this way. We describe below all situations where we may use this basis for processing.

#### Communications & Marketing

We aim to communicate with you about the work that we do in ways that you find relevant, timely and respectful. We use our legitimate business interest as the legal basis for communications by post and email. In the case of postal mailings, you may object to receiving these at any time using the contact details at the end of this policy. In the case of email communications we will provide you with an option to unsubscribe in every email that we send you, or you can alternatively use the contact details at the end of this policy to update your preferences.

#### Other processing activities

In addition to marketing communications, we also process personal information in the following ways that are within our legitimate business interests:

We may analyse data we hold about you to ensure that the content and timing of communications that we send you are as relevant to you as possible.

We may analyse data we hold about you in order to identify and prevent fraud.

In order to improve our website, we may analyse information about how you use it and the content and ads that you interact with.

In all of the above cases, we will always keep your rights and interests at the forefront to ensure they are not overridden by your own interests or fundamental rights and freedoms. You have the right to object to any of this processing at any time. If you wish to do this, please use the contact details at the end of this policy. Please bear in mind that if you object this may affect our ability to carry out tasks above that are for your benefit.

#### Cookies

Cookies are small text files that are automatically placed on your device by some websites that you visit. They are widely used to allow a website to function (for example to keep track of your basket) as well as to provide website operators with information on how the site is being used. We use cookies to keep track of your basket as well as to identify how the website is being used and what improvements we can make.

Hammond Chartered Surveyors use cookies to:

#### Remember your search settings

By using our site you are agreeing to the use of cookies as described.

Please note that we reserve the right to access and disclose personal data to comply with applicable laws and lawful government requests and to protect both ourselves and our users.

#### Maintaining your personal information

We store your personal information indefinitely such that for any subsequent purchases you make we are able to link them back to a single unique record that we hold for you on our system. If there are aspects of your record that are inaccurate or that you would like to remove, please use the contact details at the end of this policy to let us know. Any objections you make to any processing of your data will be stored against your record on our system so that we can comply with your requests.

#### Security

To protect your data, we do not store personal or payment information on the internet.

If we have cause/reason to share your data with third parties as discussed above, this will be done in a secure and encrypted manner.

#### Links to/from other websites

Our website contains links to other internet websites which we do not operate and other internet websites may contain links to our website. We are not aware of and are not responsible for the privacy policies, practices or

content of such other websites. We encourage website visitors to read and become familiar with the privacy policies maintained by such other websites.

#### Security of your personal information

We will put in place appropriate safeguards (both in terms of our procedures and the technology we use) to keep your personal information as secure as possible.

We will ensure that any third parties we use for processing your personal information do the same. We will not transfer, process or store your data anywhere that is outside of the European Economic Area.

#### Your rights to your personal information

You have a right to request a copy of the personal information that we hold about you and to have any inaccuracies in this data corrected. Please use the contact details at the end of this policy if you would like to exercise this right.

#### Complaints Procedure

You have the right to lodge a complaint about the use of your data either by using the contact details at the end of this policy or by contacting the ICO at [<https://ico.org.uk/>] or by calling 0303 123 1113.

If you contact us to lodge a complaint, we will respond within 21 working days.

#### Contact details and further information

Please get in touch with us if you have any questions about any aspect of this privacy policy, and in particular if you would like to object to any processing of your personal information that we carry out for our legitimate business interests.

#### Data Controller

ICO Registration Number ZB334236

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