

PRIVACY POLICY

Key Details:

This Website Privacy Policy describes how John Morrison protects and uses the information you provide the company when you use this website: www.independent-damp-surveyor.com

If you are asked to provide information when using this website, it will only be used in the ways described throughout this privacy policy.

This policy is updated from time to time. The latest version is published on this page.

This website privacy policy was last updated on 10 September 2024

If you have any questions about this privacy policy please email: info@independent-damp-surveyor.com

Introduction:

We collect and use certain information about individuals in order to services and enable access to certain areas of this website.

What information we may gather:

We may collect the information in the following forms:

Information that you provide by filling in forms on our site www.independent-damp-surveyor.com This includes information provided at the time of registering to use our site, subscribing to our service, posting material or requesting further services.

If you contact us, we may keep a record of that correspondence.

We may also ask you to complete surveys that we use for research purposes, although you do not have to respond to them.

Details of transactions you carry out through our site and of the fulfilment of your orders.

Details of your visits to our site including, but not limited to, traffic data, location data, weblogs and other communication data, whether this is required for our own billing purposes or otherwise and the resources that you access.

Information collated for your organisation if you attend our events has been provided by your employer or a charity who you provide voluntary support for.

IP Addresses

We may collect information about your computer, including where available your IP address, operating system and browser type, for system administration and to report aggregate information to our advertisers. This is statistical data about our users' browsing actions and patterns and does not identify any individual.

How we use this information:

We collect this data in order to help understand what your needs are in relation to the company, and enable us to deliver relevant and reliable services

Specifically, we may use data:

- For our own internal records
- To contact and respond to a specific enquiry
- To help improve the products and services we provide
- To customise the website for you
- To send you promotional mailings or call you to discuss, services, offers and other relevant information that may be suitable
- To raise invoices if necessary

Who we share your Data with

In order to carry out our services we share data with:-

Google. Their privacy policy is; – <https://policies.google.com/privacy?hl=en&gl=uk>.

Your rights

You have the right to ask us not to process your personal data. We will usually inform you (before collecting your data) if we intend to use your data for any purposes not previously described or if we intend to disclose your information to any third party. You can exercise your right to prevent such processing by checking certain boxes on the forms we use to collect your data.

You have the right to see what data we are retaining about you

You have the right to rectify any inaccurate data.

You have the right to restrict processing data (subject to legal requirements)

You can exercise any of these rights at any time by contacting us at info@inedependent-damp-surveyor.com

Principles of Processing

Legitimate interests: we have a legitimate interest in collecting your IP address, browser information and device to better understand our customers as they access our website and live chat service. We have a legitimate interest in collecting your name, email address, phone number and any additional information you provide in order to be able to respond to your enquiry, messages and applications you submit via our exhibition services. We ask for your phone number and email address in case we need to reach you on one of those means and to ensure that we are able to respond to your enquiry as quickly and effectively as possible. We ask for your name so that we know who we will be contacting, to allow us to ensure we are contacting the correct person.

Legal basis for processing: – necessary to perform a contract or to take steps at your request to enter into a contract with you (Article 6(1)(b) of the General Data Protection Regulation). Reason why it is necessary to perform a contract: where your message or enquiry relates to our goods and services, we will collect your information in order to enter into a contract with you or take

steps to enter into a contract with you. This includes the collection of your name, email address and phone number so we know who we are contracting with and so that we can provide you with the information you need in order to be able to enter into a contract with you.

How Long We Retain Your information for.

We store the information for a maximum period of seven (7) years in order to defend against legal claims. This period is the maximum period in which a claim form can be issued and served in respect of contract and tort claims under the Limitation Act 1980 under Scottish law.

Controlling information about you:

When you fill in a form or provide your details on our website we agree to never lease, distribute or sell your personal information to third parties unless we have your permission or the law requires us to.

Any personal information we hold about you is stored and processed under our data protection policy, in line with the EU General Data Protection Regulations 1916.

Security:

We will always hold your personal information securely.

To prevent the unauthorised disclosure or access to your information, we have implemented strong physical and electronic security safeguards.

All our employees and any third parties we engage to process your personal information are obliged to respect the confidentiality of your information.

We also follow stringent procedures to ensure we work with all personal data in line with the EU General Data Protection Regulations 1916.

Links from our site:

Our website may contain links to other websites.

Please note that we have no control of any websites outside the www.independent-damp-surveyor.com website. If you provide information to a website to which we link, we are not responsible for its protection and privacy.

Always be cautious when submitting data to websites. Read the site's data protection and privacy policies fully.

Cookies:

Our website uses cookies to distinguish you from other users of our website. This helps us to provide you with a good experience when you browse our website and also allows us to improve our site. For detailed information on the cookies we use and the purposes for which we use them see our Cookie policy.

Uses Made Of The Information:

We use information held about you in the following ways:

To ensure that content from our site is presented in the most effective manner for you and for your computer.

To provide you with information, products or services that you request from us or which we feel may interest you, where you have consented to be contacted for such purposes.

To carry out our obligations arising from any contracts entered into between you and us.

To allow you to participate in interactive features of our service, when you choose to do so.

To notify you about changes to our service.

We may also use your data, or permit selected third parties to use your data, to provide you with information about goods and services which may be of interest to you and we or they may contact you about these by post or telephone.

If you are an existing customer, we will only contact you by electronic means (e-mail or SMS) with information about goods and services similar to those which were the subject of a previous sale to you.

If you are a new customer, and where we permit selected third parties to use your data, we (or they) will contact you by electronic means only if you have consented to this.

If you do not want us to use your data in this way, or to pass your details on to third parties for marketing purposes, please tick the relevant box situated on the form on which we collect your data (the order form or registration form).

We do not disclose information about identifiable individuals to our advertisers, but we may provide them with aggregate information about our users (for example, we may inform them that 500 men aged under 30 have clicked on their advertisement on any given day). We may also use such aggregate information to help advertisers reach the kind of audience they want to target (for example, women in SW1). We may make use of the personal data we have collected from you to enable us to comply with our advertisers' wishes by displaying their advertisement to that target audience.

Your Rights:

You have the right to ask us not to process your personal data for marketing purposes. We will usually inform you (before collecting your data) if we intend to use your data for such purposes or if we intend to disclose your information to any third party for such purposes. You can exercise your right to prevent such processing by checking certain boxes on the forms we use to collect your data. You can also exercise the right at any time by contacting us at info@independent-damp-surveyor.com

Our site may, from time to time, contain links to and from the websites of our partner networks, advertisers and affiliates. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability

for these policies. Please check these policies before you submit any personal data to these websites.

Access To Information:

The Act gives you the right to access information held about you. Your right of access can be exercised in accordance with the Act. Any access request may be subject to a fee of £20 to meet our costs in providing you with details of the information we hold about you.

Changes To Our Privacy Policy:

Any changes we may make to our privacy policy in the future will be posted on this page and, where appropriate, notified to you by e-mail.

Contact:

Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to info@independent-damp-surveyor.com