

## **Privacy Notice**

This Privacy Notice sets out how McConnell Chartered Surveyors Ltd (MCSL) uses and protects any information that you give us when you use this website.

MCSL is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy notice.

We may change this policy from time to time by updating this page and you should check this page from time to time to ensure that you are happy with any changes. This Privacy Notice is effective from 25<sup>th</sup> May 218

### **What we collect**

We may collect the following personal information when you complete forms within our website:-

- Your name
- Your address should this be a management property query
- Contact details including telephone number and e-mail address

### **Why we collect information**

We only use your personally identifiable information to respond to your requests / property requirements you make through our website and to provide you with information about MCSL's services.

### **What we do with the information we collect**

We require this information to understand your needs and provide you with a better service and in particular for the following reasons:-

- Internal record keeping
- To improve our services.
- To respond to your queries
- To send you e-mails with information about McConnell Chartered Surveyors properties or services.
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### **Who We Share your information with**

Once you provide us with personal information, you can be assured it will be used only to support your customer relationship with us and we will not sell, distribute or lease your personal information to third parties unless we have your permission or we are required under law to do so.

We may share your personal information:-

- With our legal and other professional advisors including auditors
- With fraud prevention agencies, credit references agencies and debt collection agencies
- With Courts, to comply with legal requirements or chasing of debts
- With third-party service providers we engage to perform a variety of business operations on our behalf. We will only share the personal information they need in order to perform the services we request, and we contractually require that they protect this information appropriately and not use it for any other purpose.
- With Estate agents, sellers and landlords if you have expressed interest in a property
- With Contractors in order to carry out maintenance on properties.
- If we are under a duty to disclose or share your personal information in order to comply with any legal obligation or governmental request, or in order to enforce or apply our Terms, or to protect our rights, property or safety.

When you submit your personal data to us you are giving your consent to the use of your personal information for the purposes the information was given.

### **How long to we keep your information**

We will keep information for a reasonable amount of time in order to perform your requests and this will depend on the type of service you have requested from us, however the retention period may be longer than the period for which we are providing services to you where we have a statutory or regulatory obligation to retain personal information for a longer period or where we may need to retain the information in case of a legal claim.

### **Security, storage and transfer of information**

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

We will ensure that your personal information is not damaged, destroyed, or disclosed to a third party without your permission and to prevent unauthorised access to it. The computers that store the information are kept in a secure facility and we use secure firewalls and other measures to restrict electronic access. If we are working with third parties we will require them to have in place similar measures to protect your information.

All of the information we collect or record is restricted to our offices.

### **What are cookies**

A Cookie is a small text file which a website may place on your computer or other devices (with your permission) when you first visit a site or page which stores and sometimes tracks information about your use of the website or to recognise your device the next time you visit. They also help companies to analyse how well the website is performing.

### **How we use cookies**

When you use our website we anonymously record the details of the pages you look at but this data is not personally identifiable. We use this data to:-

- Monitor site traffic and analyse paths customers take through our website which enable us to improve the service we provide.
- Help us to identify and resolve errors, or to determine relevant related products to show you when you are browsing.
- Collect statistical information about how our visitors use the Website so that we can improve the Website and learn which parts are most popular to visitors.

This information is only used by us and is not passed to any other party and then the data is removed from the system. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

We use the following types of cookies:-

- Session cookies – these allow the users to be recognized within the website so any page changes or item or data selection you do is remembered from page to page. These session cookies will expire when you leave the website, they are not stored on our server and do not contain any personal data. These cookies cannot be used by themselves to identify you and your visit.
- We may use Google Analytics on our website. This is a tracking cookie which enables us to track how popular our site is and to record visitor trends over time. The cookie does not contain any personal data but it does use your computers IP address to determine where in the world you are accessing the website from, and to track your page visit within the site.

## Managing Cookies

You can choose to accept or decline cookies. Most web browsers automatically accept cookies but you can usually modify your browser setting to decline cookies. If cookies are not enabled on your computer, it will mean that your user experience on Websites may be limited to browsing and researching.

## Links to other websites

Our website may contain links to other websites of interest, however, once you have used these links to leave our site, you should note that we do not have any control over those websites. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy notice. You should exercise caution and look at the privacy notice applicable to the website in question.

## Controlling the information we have on you

At any point whilst McConnell Chartered Surveyors is in possession of or processing your personal data, all data subjects have the following rights:

- **Right of access** – you have the right to request a copy of the information that we hold about you under GDPR by contacting us in writing or e-mailing us at [info@mcconnellproperty.com](mailto:info@mcconnellproperty.com). McConnell Chartered Surveyors will ask either for a copy of your driving licence, passport, birth certificate and a utility bill not older than three months. A minimum of one piece of photographic ID listed above and a supporting document is required.
- **Right of rectification** – you have a right to correct data that we hold about you that is inaccurate or incomplete.
- **Right to be forgotten** – in certain circumstances you can ask for the data we hold about you to be erased from our records.
- **Right to restriction of processing** – where certain conditions apply you have a right to restrict the processing.
- **Right of portability** – you have the right to have the data we hold about you transferred to another organisation.
- **Right to object** – you have the right to object to certain types of processing such as direct marketing.
- **Right to object to automated processing, including profiling** – you also have the right not to be subject to the legal effects of automated processing or profiling.

## Our contact details

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