

Privacy Notice

Lender Client

Version 1.1

What information do we collect about you?

- Your name
- Your job title
- The name of the organisation you work for
- The address of the organisation you work for
- Your telephone number(s)
- Your email address

If you are a sole trader, or working in a partnership, we will also collect copies of invoices issued to you in regard of the services we provide and maintain a summary of your payment history.

We will also collect copies of any correspondence (including emails) you have with us.

Why do we collect this information?

You have asked, or about to ask, Fast Surveyors to match an instruction for a property survey or valuation with one of the surveyors on our panel.

We will process your Personal Data under our legitimate interests, which are:

- Operating a panel of property surveyors
- Exercise and defence of legal claims
- Assisting government, regulatory or supervisory authorities with investigations or audits

If you are a sole trader, or working in a partnership, we will also process your Personal Data to support our legal obligations due to HMRC. In these cases, if you do not provide the information we need to meet our legal obligations, we may not be able to service your instruction.

Where did we get your information?

We have collected your Personal Data from you directly, or from one of your colleagues.

Who might we share your information with?

When applicable, we will share your contact details with surveyors on our panel, when we are matching your instructions to an available surveyor.

We will also share your Personal Data with British local and central government bodies and agencies; to the extent required by law.

We will also share your Personal Data with our suppliers, such as those providing data storage, record-keeping and messaging services. Such suppliers will process your Personal Data solely at our direction, and not for any other purpose.

In the event of your information relating to a legal claim we are exercising or defending, we may also share your Personal Data with other parties to the claim.

If we participate in an investigation or audit instigated by a government, regulatory or supervisory authority, we may share your Personal Data with them, but only if relevant and required.

Should the company be approached by a potential investor or purchaser, we may share some of your Personal Data with them in support of due diligence enquiries.

What do we do with your information?

Your Personal Data will be used for one or more of the following purposes:

- Providing a quotation for survey or valuation services
- Issuing invoices for property survey or valuation services
- Progressing and processing payments for property survey or valuation services
- Matching a panel surveyor to a client instruction
- Operating a RICS-recommended backup and recovery plan
- Exercise and defence of legal claims
- Assisting government, regulatory or supervisory authorities with investigations or audits
- Supporting due diligence requests submitted by potential investors or purchasers in/of the company

If you are a sole trader, or working in a partnership, we will also use your Personal Data for one or more of the following purposes:

- Invoice record-keeping
- Keeping a summary of the payments you have made

How long do we keep hold of your information?

Any payment details you provide are only retained until the corresponding payment has been settled.

Your information used to provide a quotation for survey or valuation services is retained for record-keeping purposes for up to one year after the quotation was issued.

When we use your details to issue invoices or progress payments, your information is used for these purposes until these activities are complete.

Where your instructions are matched to a surveyor on our panel, your details used to facilitate this are retained for this purpose until a match is confirmed or the instruction is withdrawn.

If you are a sole trader, or working in a partnership, we summarise payments you make to us (excluding the exact payment details) and retain this for record-keeping purposes for up to seven years. We will also keep copies of invoices issued to you for up to seven years for the same purposes.

Otherwise, your Personal Data will be retained for up to ten years for the following purposes:

- Archiving in support of the RICS-recommended backup and recovery plan we operate to assist clients in meeting RICS best practice.
- The exercise and defence of legal claims
- Assisting government, regulatory or supervisory authorities with investigations or audits

What are your rights?

You can contact us at privacy@fastsurveyors.com and:

- Ask us to provide a copy of the Personal Data for you that we hold or process.
- Request that we make a correction to the Personal Data for you that we hold or process.
- Object to our processing of your Personal Data.

If you are unhappy with our processing of your Personal Data; or our handling of a related request you can complain to the ICO at <https://ico.org.uk/concerns> or contact them by telephone on 0303 123 1113.

You also have the right to take legal action if you are not satisfied with our handling of your Personal Data; or how we deal with a related request.

Will your information be transferred overseas?

From time to time, our suppliers may store and process your data outside the European Economic Area (EEA), in the United States.

When this occurs, your Personal Data is safeguarded by our policy of using suppliers who have adopted European Union (EU) Model Clauses; or who hold a current Privacy Shield certification for their US-based operations.

What are our contact details?

This Privacy Notice is issued by Fast Surveyors Limited.

Our principal place of business is North Warwickshire House, 92 Wheat Street, Nuneaton, Warwickshire, CV11 4BH, United Kingdom.

You can contact us:

- By post, using the postal address given above.

- By Telephone, on the contact number published on our website.
- By email using privacy@surventrix.net