

Privacy Notice

Data Subject

Version 1.0

What information do we collect about you?

We will always collect and use your name, and we will ask you to prove your identity when necessary.

If you have asked us to stop contacting you (asked us to add you to our suppression list) we will also collect one or more of:

- Your email address
- Your fixed-line and/or mobile telephone numbers
- Your social media handle(s)
- Your postal address

We will also collect copies of any correspondence (including emails) that you share with us concerning your request.

Why do we collect this information?

You have invoked one or more of your rights under Data Protection legislation.

We will process your Personal Data so that we can meet our legal obligations under Data Protection legislation, which includes keeping records when we guarantee your rights.

Where did we get your information?

We have collected your Personal Data from you directly.

Who might we share your information with?

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 other 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.

What do we do with your information?

Where you have asked to be added to our suppression list, we will use your Personal Data to make sure that we do not contact you by one or more of:

- Email
- Telephone
- Social Media

- Post

If you have invoked your Right to erasure (right to be forgotten) we will record your name so that we can prove to the Information Commissioner's Office (ICO) that we have honoured your request. We will then securely delete all other Personal Data we hold concerning you, except where we must retain a portion of it to meet a legal obligation or have otherwise demonstrated an overriding contractual or legitimate interest why it must be retained.

In cases where you have invoked another right under Data Protection legislation, we will use the Personal Data you have provided to support our activities in guaranteeing the requested right.

How long do we keep hold of your information?

Any proof of your identity will only be retained until we are satisfied that we have verified your identity, after which it will be securely disposed.

When added to our suppression list, your Personal Data will be retained indefinitely to help ensure that we never contact you again in the future.

Records kept to audit our honouring of your Right to erasure will be kept for up to three years after we have agreed to your request.

Otherwise, we will retain the Personal Data you have provided when invoking your right under Data Protection legislation (including copies of your correspondence) for up to three years after we have handled your request.

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.

When you have invoked one of your existing rights you then may be able exercise further rights, including:

- Requesting that we erase your Personal Data
- Asking for our processing of your Personal Data to be restricted

If you wish to exercise any additional rights that are applicable, please contact us at privacy@fastsurveyors.com.

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@fastsurveyors.com