

# Privacy Policy

As an RICS regulated firm we understand more than ever the importance of protecting our clients and their data. That is why we take care to store clients and contacts data securely in line with General Data Protection Regulations 2018 (GDPR) and we are certified by the Information Commissioner's Office (registration number: ZA578869). We also abide by RICS Guidance in relation to Electronic Document Management.

We only store data in the following circumstances:

Data which is necessary to perform our business function, to maintain client/services records and reports to comply with RICS regulation and accounting for liability purposes.

To satisfy our professional indemnity insurers.

To keep you informed of legitimate marketing and information about our business and the exciting news we have available.

We store reporting and client service data (notes, reports, images, etc) relevant to a project or service for 12 years in the event that it is required by an external regulator or necessary for reference. This data is archived and stored on our secure server or filing system. Upon expiry of 12 years, we will securely destroy this data using a registered data shredding provider who carry the necessary industry ISO, ICS and UKSSA accreditations. We will not hold data beyond this period unless we have expressed consent or a genuine need from a client to maintain it for a longer period.

We, like other firms, have a database of clients and contacts (from the normal course of business, both past and present). This includes individuals and sole traders and partnerships who will in future only be sent marketing or other promotional emails if they have specifically opted in to receive such correspondence. It is our intention to only send legitimate correspondence and at any point should a client or other contact receive correspondence and request to unsubscribe or have their details removed from our database, we will do so immediately.