

A J HODGE ASSOCIATES LIMITED - Privacy Notice

Our contact details

Name: A J Hodge Associates Limited

Address: 12 Phoenix Grove, Henleaze, Bristol BS6 7XY

Phone Number: 0117 377 5860

E-mail: office@ajhodgeassociates.co.uk

Website: www.ajhodgeassociates.co.uk

Date of Privacy Notice: 10/12/2020

The type of personal information we collect

Where we have collected information from you it will usually be obvious what this is, as you will have given it to us. This might not be the case where we have used cookies to collect information from your computer or portable electronic devices. Please see our cookies policy for more information. We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name and contact details). These will only be details provided to us by you and used in providing our service to you and enabling us to communicate with you. Where you do not provide the personal information we need in order to provide the service you are asking for, or to fulfil a statutory duty, we may not be able to provide the service that you are asking us to give you.
- No personal information is required by you to view or use our website, however any information submitted in the contact section will be processed by us to respond to your query and enable us to quote or undertake any instructions received from you.
- In undertaking our services, we may collect personal data within the public domain (such as the Land Registry Portal or Companies House) for the sole purpose of undertaking our services and fulfilling our duties.

How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- To make contact with us and allow us to respond to you
- To undertake services commissioned by you.

We also receive personal information indirectly, from the following sources in the following scenarios:

- The Land Registry to confirm property ownership details where undertaking Party Wall work or services requiring proof of ownership.
- Companies House to confirm company details and financial status.

We use the information that you have given us for the sole purpose of making contact with you, if requested to do so by you. Following any formal instruction, we use the information in fulfilling our duties as appointed.

If you owe us money we will use your personal information to help us recover it. We can use your personal information in this way because it forms part of our terms of engagement at the time of any instruction.

External recipients of the Data will be limited to those whom you wish to view any documents provided as part of our service or, in the case of any statutory appointments (such as Party Wall Matters), to those contemplated by the Act or applicable legislation.

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

(a) Your consent. You are able to remove your consent at any time. You can do this by contacting A J Hodge Associates Ltd using the contact details below.

(b) We have a contractual obligation.

(c) We have a legal obligation.

(d) We need it to perform a public task.

(e) We have a legitimate interest.

How we store your personal information

Your information is stored on the company files of A J Hodge Associates Ltd.

We keep contact details and other personal information provided by you, or obtained from sources in the public domain, for no longer than required to complete the services commissioned by you and to enable us to comply fully with any regulations set down by our membership of the Royal Institution of Chartered Surveyors (RICS), other professional memberships, or applicable law, including the Party Wall etc Act 1996.

As a general rule, our files will be held for a period of 12 years to comply with RICS Regulations, following which they will be destroyed.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances. We are not required to erase information if we still need it for the purposes of which it was collected and processed, including to fulfil our duties as appointed surveyor under the Party Wall etc Act 1996 and any other statutory roles.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

Sometimes we will not be able to stop using your personal information when you ask us to (e.g. where we need to use it because the law requires us to do so, or we need to retain the information for regulatory purposes).

In other cases, if we stop using your personal information, we may not be able to provide services to you. In such instances, we shall inform you if we are unable to comply with your request.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

If you wish to make a request. Please contact us at;

Email: office@ajhodgeassociates.co.uk

Phone: 0117 377 5860

Address: 12 Phoenix Grove, Henleaze, Bristol BS6 7XY

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at

Email: office@ajhodgeassociates.co.uk

Phone: 0117 377 5860

Address:

A J Hodge Associates Limited
12 Phoenix Grove,
Henleaze,
Bristol
BS6 7XY

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>