



GENERAL DATA PROTECTION REGULATION (GDPR) PRIVACY NOTICE

CLIENT INFORMATION

Daniells Harrison Surveyors LLP is committed to protecting the privacy and security of your personal information. This privacy notice describes how we collect and use personal information about you during and after your relationship with us, in accordance with the General Data Protection Regulation (GDPR). It applies to all leaseholders.

Daniells Harrison Surveyors LLP is a “data controller”. This means that we are responsible for deciding how we hold and use personal information about you. We are required under data protection legislation to notify you of the information contained in this privacy notice. We may update this notice at any time.

It is important that you read this notice, together with any other privacy notice we may provide on specific occasions when we are collecting or processing personal information about you, so that you are aware of how and why we are using such information.

DATA PROTECTION PRINCIPLES

We will comply with the data protection law. This says that the personal information we hold about you must be:

- Used lawfully, fairly and in a transparent way.
- Collected only for valid purposes that we have clearly explained to you and not used in any way that is incompatible with those purposes.
- Relevant to the purposes we have told you about and limited only to those purposes
- Accurate and kept up to date
- Kept only as long as necessary for the purposes we have told you about.
- Kept securely.

THE KIND OF INFORMATION THAT WE HOLD ABOUT YOU

Personal data, or personal information, means any information about an individual from which that person can be identified. It does not include data where the identity has been removed (anonymous data). There are “special categories” of more sensitive data which require a higher level of protection.

We may collect, store, and use the following categories of personal information about you:

- Personal contact details such as name, title, addresses, telephone numbers and personal email addresses.
- Bank account details
- Financial information and history
- Business activities

In some circumstances, we may also collect, store and use the following “special categories” of more sensitive personal information:

- Medical conditions including disabilities
- Religious beliefs or other beliefs of a similar nature.

- Racial or ethnic origin
- Criminal convictions

How is your personal information collected?

We typically collect personal information about clients from clients themselves, panel surveyors or financial institutions. We may sometimes collect additional information from third parties including solicitors, letting agencies or other background check agencies. We may also collect information that you provide via our website, <http://dhcs.co.uk/> and our social media channels (Facebook, LinkedIn, etc.).

HOW WE WILL USE INFORMATION ABOUT YOU

We will only use your personal information when the law allows us to. Most commonly, we will use your personal information in the following circumstances:

- In order to carry out our contract with you.
- Where we need to comply with a legal obligation
- Where it is necessary for our legitimate interests (or those of a third party) and your interests and fundamental rights do not override these interests.
- Where you have provided consent

We may also use your personal information in the following situations, which are likely to be rare:

- Where we need to protect your interests (or someone else's interests)
- Where it is needed in the public interest or for official purposes

Situations in which we will use your personal information

We need all the categories of information in the list above (see The kind of information we hold about you) primarily to allow us to perform our contract with you and to enable us to comply with legal obligations. The situations in which we will process your personal information are listed below.

- It is necessary for the performance of our contract
- Business management and planning, including accounting and auditing
- Dealing with third parties to whom your personal details are important for the fulfilment of the contract. For example, structural engineers, solicitors, builders
- Dealing with legal disputes involving you.
- Complying with health and safety obligations
- To ensure network and information security.
- Other bodies where we are required to do so by law, or where we have your specific consent.

Some of the above grounds for processing will overlap and there may be several grounds which justify our use of your personal information.

HOW WE USE PARTICULARLY SENSITIVE INFORMATION

“Special categories” of particularly sensitive personal information require higher levels of protection. We need to have further justification for collecting, storing and using this type of personal information. We may process special categories of personal information in the following circumstances:

- In limited circumstances , with your explicit written consent
- Where we need to carry out our legal obligations in line with our privacy standard
- Where it is needed in the public interest

Less commonly, we may process this type of information where it is needed in relation to legal claims or where it is needed to protect your interests (or someone else's interests) and you are not capable of giving your consent, or where you have already made the information public.

Do we need your consent?

We do not need your consent if we use special categories of your personal information in accordance with our written policy to carry out our legal obligations or exercise specific rights within our role. In limited circumstances, we may approach you for your written consent to allow us to process certain particularly sensitive data. If we do so, we will provide you with full details of the information that we would like and the reason we need it, so that you can carefully consider whether you wish to consent. You should be aware that it is not a condition of our management agreement that you agree to any request for consent from us.

DATA SHARING

We may have to share your data with third parties, including contractors and third-party service providers in order to administer our contractual agreement, as required by law or where we have another legitimate interest in doing so.

We require third parties to respect the security of your data and to treat it in accordance with the law.

We may transfer your personal information outside the EU for any of the purposes described in this notice. If we do, you can expect a similar degree of protection in respect of your personal information.

DATA SECURITY

We will use our best endeavours to ensure that your data is kept safe. In the event of a security breach we will liaise with and report to the Information Commissioners Office and other regulatory bodies as appropriate to try and ensure that the effects of any breach are kept to a minimum.

How long will you use my data for?

We will only retain your personal information for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

In some circumstances we may anonymise your personal information so that it can no longer be associated with you, in which case we may use such information without further notice to you. Once you are no longer a customer we will retain and securely destroy your personal information in accordance with applicable laws and regulations.

Rights of access, correction, erasure and restriction

Your duty to inform us of changes

It is important that the personal information that we hold about you is accurate and current. Please keep us informed if your personal information changes during your client relationship with us.

Your rights under the data protection law

Under certain circumstances, by law you have the:

- The right to be informed about our processing of your data
- The right of access to your data
- The right to have your data corrected if it is inaccurate or incomplete
- The right to have your data erased (the “right to be forgotten”) *This enables you to ask us to delete or remove personal information where there is no good reason for us continuing to process it.*
- The right to restrict the processing of your data
- The right to move, transfer or copy your data
- The right to object to the processing of your data

If you want to review, verify, correct or request erasure of your personal information, or object to the processing of your personal data, or request that we transfer a copy of your personal information to another party, please contact the Data Protection Officer in writing.

No fee usually required

You will not have to pay a fee to access your personal information (or to exercise any of the other rights). However, we may charge a reasonable fee if your request for access is clearly unfounded or excessive. Alternatively, we may refuse to comply with the request in such circumstances.

What we may need from you

We may need to request specific information from you to help us confirm your identity and ensure your right to access the information (or to exercise any of the other rights). This is another appropriate security measure to ensure that personal information is not disclosed to any person who has no right to receive it.

Data Protection officer

We have appointed a data protection officer (DPO) to oversee compliance with this privacy notice. If you have any questions about this privacy notice or how we handle your personal information, please contact the DPO. You have the right to make a complaint at any time to the Information Commissioner’s Office (ICO), the UK supervisory authority for data protection issues.

If you have any questions about this privacy notice, please contact the Data Protection Officer, on janeh@dhcs.co.uk or at The Old Manor House, Wickham Road, Fareham, PO16 7AR.