

PRIVACY POLICY

HOW WE HANDLE & USE YOUR INFORMATION

We may collect, hold and use some of your personal data. Here, we provide more information about how this works.

Please read it carefully and ensure that you understand it. If you do not accept and agree with any part of it, please stop using the website immediately, because your continuing use of our website will be seen as your acceptance of it.

1. Definitions and Interpretation

Meanings of phrases within this document:

Data - Any information that a user of the website provides to us, through our "Contact" page, or through emailing us relating to any person who can be directly or indirectly identified from that information.

The Company/WH/We/Us/Our - David Hammond Surveyors Limited (Company No: 4841548) and David Hammond Estate Agents Limited (Company No: 5298123) of Churchill House, 9-11 Nottingham Road, Eastwood, Nottingham NG16 3AP.

You/Your - A user of the website.

The Website - www.david-hammond.co.uk

2. Company Information

David Hammond Surveyors Limited (Company No: 4841548) and David Hammond Estate Agents Limited (Company No: 5298123) of Churchill House, 9-11 Nottingham Road, Eastwood, Nottingham NG16 3AP.

David Hammond Surveyors Limited's VAT number is 416 3847 46.

David Hammond Estate Agents Limited's VAT number is 852 8913 95.

David Hammond Surveyors Limited is a member of:-
The Royal Institution of Chartered Surveyors
The National Approved Letting Scheme
Safe Agent

Redress Schemes - Ombudsman Services: Property and International Dispute Resolution Centre

David Hammond Estate Agents Limited is a member of:-
The Royal Institution of Chartered Surveyors
National Association of Estate Agents

Redress Schemes - The Property Ombudsman and International Dispute Resolution Centre

If you have any questions about the website or the use of your data, please contact us by email to mail@dvdhammond.co.uk or ☎ 01773 533666, or by post at David Hammond Chartered Surveyors, 9-11 Nottingham Road, Eastwood, Nottingham NG16 3AP.

3. Users Rights

As a user you have the following rights:

- A right to be informed about our collection and use of personal information;
- A right of access to the personal information we hold about you;
- A right to rectification if any personal information we hold about you is inaccurate or incomplete;

- A right to ask us to delete any personal information held about you unless we are obliged to retain the information for other legal reasons;
- A right to restrict or prevent the processing of your personal information;
- A right to data portability (obtaining a copy of your data to re-use with another service or organisation);
- A right to object to the use of your data for particular purposes.

4. **Data Collection**

Except where you contact us directly through any of our contact options available on the website, we do not collect any personal data from you.

If you contact us or send us an email, we will retain the details you provide to us including your name, your email address, and any other information which you choose to give us.

5. **Using Your Information**

Where we hold any personal information, it will be processed and stored securely, for no longer than is necessary, considering the reason it was provided to us.

We will potentially:

- Reply to your email;
- Provide details on the property(ies) requested, plus any others we think might be of interest to you;
- Offer or provide you with the services requested, plus any other services we think might be of interest to you.

We will delete your personal information once your request has been met or the service has been provided, except where:

- You were interested in details of properties we are offering, when we will continue to hold your information in order to send you information on other properties that may be of interest you;
- You become a client or a buyer or a tenant of a property;
- You require us to retain it for longer;
- We are required to retain it for longer for other legal reasons.

You have the right to withdraw your consent to us using your data and to request that we delete it.

Unless you are an Applicant for a tenancy or a Tenant, we will not share any of your data with any third parties for any purposes.

If you are an Applicant for either a residential tenancy or a business tenancy, we may need to share your personal data for the purposes of obtaining references with current or previous Landlords and/or with a credit referencing agency. We presently obtain credit references from Barbon Insurance Group Limited t/a Homelet.

For business tenancy Applicants only, we may also need to share your personal data for the purpose of obtaining references from all or any of your Bank, Solicitor, Accountant, or Trade Suppliers.

If you are a Tenant of a residential property, we may need to share your personal data with a tenancy deposit organisation. We presently register deposits with the Tenancy Deposit Scheme (TDS).

If you are a Tenant, we may need to share your contact details with those contractors/tradespeople that require them to arrange access to the property you rent from our Landlord Client. The following is a list of our current contractors/tradespeople:

Trade	Contractor
Electrician	B K Electrical Limited
Plumbing & Heating	J D Services
Builder	Shiple Building Services
Plumbing & Heating	Haywood Heating
Plumbing & Heating	D B Plumbing & Heating
Double Glazing Supplier	Windowworld Ltd
Flooring	Elite Carpets Ltd

Builder/Handyman	Winslow Handyman Services
Cleaning	Janeclean.com
Locksmith	A1 Locksmiths
Decorator	AJW Decorating
Blind Manufacturer / Supplier	Elite Blinds Nottingham Ltd
Commercial & Domestic EPCs	Sherwood Energy Consultants
Flooring	Rice's Carpets Ltd
Domestic EPCs	Richard Large
Domestic EPCs	Carbon Saving Solutions LLP
Financial Services	CDG Financial Services
Removals	Moo-vit
Legionella Testing	PRT Property Services

6. **Storage of your Data**

Your data will only be stored in the UK.

7. **Accessing Your Data**

You have a right to ask free of charge for a copy of any personal information we hold on you. Please contact us to make a request by either email to mail@dvdhammond.co.uk ☎ 01773 533666, or by post at David Hammond Chartered Surveyors, Churchill House, 9-11 Nottingham Road, Eastwood, Nottingham NG16 3AP.

8. **Changes to our Policies**

We recommend that you check this page regularly to keep up to date, as we reserve the right to change this Policy from time to time, if our policies change or the law changes. Any changes will be posted on this page of the website and you will be deemed to have accepted changes to the Policy on your first use of the website following the changes.

9. **Applicability**

This Policy applies only to your use of this website. This website may contain links to other websites. Please note that we have no control over how your data is collected, stored, or used by other websites and we advise you to check the policies of any such websites before providing any data to them.

10. **Complaints**

If you have any cause for complaint about our use of your personal data, please contact us by either email to mail@dvdhammond.co.uk or ☎ 01773 533666, or by post at David Hammond Chartered Surveyors, Churchill House, 9-11 Nottingham Road, Eastwood, Nottingham NG16 3AP.

We will address your concerns and attempt to solve the problem to your satisfaction.

You also have the right to lodge a complaint with the Information Commissioner's Office.

For further information about your rights, please contact the Information Commissioner's Office, or your local Citizens Advice Bureau.