

COR Building Surveys Ltd Privacy Policy

Our contact details

Name: Clive O’Riordan

Address: Lowin House, Tregolls Road, Truro, Cornwall TR1 2NA

Phone Number: 01872 275770

E-mail: info@corbuildingsurveys.com

Privacy notice completed on 16/05/2023

The type of personal information we collect

We currently collect and process the following information:

- Personal identifiers, contacts, and characteristics: Full name, address, phone number and email address.

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:

- Answer enquiries about our services.
- Generate estimates and invoices before and after providing our services.

[If applicable] We also receive personal information indirectly, from the following sources in the following scenarios:

- Other surveyors or trade related professionals wanting to use our following services:
 - ✓ RICS Condition survey – Level 1
 - ✓ RICS Home Buyers Report – Level 2
 - ✓ RICS Building Survey – Level 3
 - ✓ Valuation Report
 - ✓ Specific structural survey
 - ✓ Snagging Surveys
 - ✓ Commercial survey
 - ✓ Damp and Mould survey
 - ✓ Mundic test
 - ✓ Thermal imaging service
 - ✓ Timber survey
 - ✓ Cavity wall inspection
 - ✓ Drone survey
 - ✓ Party wall survey

We use the information that you have given us to provide you with a service tailored to your personal needs.

We may share this information with laboratories, for the analysis of material samples when conducting a mundic test.

Under the UK General Data Protection Regulation (UK 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 COR Building Survey team via email: info@corbuildingsurveys.com or by phone: 01872 275770

(b) We have a contractual obligation.

(c) We have a legal obligation.

How we store your personal information

Your information is securely stored in an online back-up facility and in our offline server.

When entering in a contract with COR Building Survey, we are obliged by law (RICS Guidance for risks, liabilities and insurance- April 2021) to keep your personal information for a period of 15 years. We will then dispose your information by permanently deleting it from our online back-up facility and our offline server.

When an estimate has been provided but, a contract has not been created and services have not been conducted, we will delete the personal information straight away.

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.

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.

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.

Please contact us if you wish to make a request:

COR Building Survey Ltd.

Contact: Clive O'Riordan

Address: Lowin House, Tregolls Road, Truro, Cornwall TR1 2NA

Phone Number: 01872 275770

Email: info@corbuildingsurvey.com

How to complain

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

COR Building Survey Ltd

Contact: Clive O'Riordan

Address: Lowin House, Tregolls Road, Truro, Cornwall TR1 2NA

Phone Number: 01872 275770

Email: info@corbuildingsurvey.com

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>

