

Privacy Policy

The type of personal information we collect:

We currently collect and process the following information:

Client name, postal address, contact information e.g., telephone number, 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 of the following reason:

- To enable Horizon Surveys Ltd to undertake survey and/or valuation work on your behalf.

We use the information that you have given us in order to create invoices, terms and conditions, letters and reports.

We may share this information with your solicitor and/or conveyancer.

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 Horizon Surveys Ltd on 01253 366149.

(b) We have an interest.

(c) We need it to perform a task.

(d) We have a legitimate interest.

How we store your personal information:

Your information is securely stored.

We keep all records for 15 years. We will then dispose your information by deleting electronic records and shredding paper copies.

info@horizonsurveys.co.uk · 01253 366149

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.

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

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 in writing at Office 5, 37 Victoria Road East, Thornton Cleveleys, Lancashire, FY5 5BU if you wish to make a request or by email at Info@HorizonSurveys.co.uk

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us in writing at Office 5, 37 Victoria Road East, Thornton Cleveleys, Lancashire, FY5 5BU, or by email at Info@HorizonSurveys.co.uk. A copy of our 'Complaint Handling Procedure' is available upon request.