

## PRIVACY POLICY

**DOBSON-GREY LIMITED** ("We") are committed to protecting and respecting your privacy.

This policy (together with our terms of use and any other documents referred to on it) sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it. By visiting [www.dobson-grey.co.uk](http://www.dobson-grey.co.uk) you are accepting and consenting to the practices described in this policy.

For the purpose of the Data Protection Act 2018 (the Act) and UK GDPR, the data controller is Dobson-Grey Limited of 1 Alscot Studios, Alscot Park, Atherstone on Stour, Stratford upon Avon, CV37 8BL.

### Information we may collect from you

We may collect some or all of the following personal data (this may vary according to your relationship with us):

- Name
- Address
- Email address
- Telephone number
- Business name
- Job title
- Profession
- Information about your preferences for products, services or training requirements that we provide
- Dietary requirements/allergies/disabilities

### Information you give us

You may give us information about you by filling in forms on our site [www.dobson-grey.co.uk](http://www.dobson-grey.co.uk) ("Our Site") or by corresponding with us by phone, e-mail or otherwise. This includes information you provide when you enquire about services, products or training, and when you report a problem with our site. The information you give us may include your name, address, email address and phone number. Or other information such as bank details, or the above.

### Information we receive from other sources

On occasion we work closely with third parties (including, for example, business partners, sub-contractors in technical, payment and delivery services, advertising networks, analytics providers, search information providers) and may receive information about you from them.

### Cookies

Our website uses cookies to distinguish you from other users of our website. This helps us to provide you with a good experience when you browse our website and also allows us to improve our site. For detailed information on the cookies we use and the purposes for which we use them see our Cookie Policy.

## Information we collect about you

### How we will use this information:

Under the GDPR, we must always have a lawful basis for using personal data. This may be because the data is necessary for our performance of a contract with you, because you have consented to our use of your personal data, or because it is in our legitimate business interests to use it. Your personal data will be used for or may be used for one of the following purposes:

- Providing and managing your account
- Supplying our services to you. Your personal details are required in order for us to enter into a contract with you
- Personalising and tailoring our services for you
- Communicating with you. This may include responding to emails or calls from you
- Supplying you with information by email and/or post that you have opted-in to (you may unsubscribe or opt-out at any time by emailing us or clicking [Unsubscribe](#))

With your permission and/or where permitted by law, we may also use your personal data for marketing purposes, which may include contacting you by email and/or telephone and /or text message and/or post with information, news, and offers on our services. You will not be sent any unlawful marketing or spam. We will always work to fully protect your rights and comply with our obligations under the UK GDPR and the Privacy and Electronic Communications (EC Directive) Regulations 2003, and you will always have the opportunity to opt-out.

### Information we receive from other sources

We may combine this information with information you give to us and information we collect about you. We may use this information and the combined information for the purposes set out above (depending on the types of information we receive).

### Disclosure of your information

We may share your information with selected third parties including:

- Business partners, suppliers and subcontractors for the performance of any contract we enter into with [them or] you
- Advertisers and advertising networks that require the data to select and serve relevant adverts to you and others
- Analytics and search engine providers that assist us in the improvement and optimisation of our site

We may disclose your personal information to third parties:

- In the event that we sell or buy any business or assets, in which case we may disclose your personal data to the prospective seller or buyer of such business or assets
- If Dobson-Grey Limited or substantially all of its assets are acquired by a third party, in which case personal data held by it about its customers will be one of the transferred assets

- If we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our terms of use and other agreements; or to protect the rights, property, or safety of Dobson-Grey Limited, our customers, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction

### **Where we store your personal data**

All information you provide to us is stored on our secure servers.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

### **How long we will store your data**

We will not keep your personal data for any longer than is necessary in light of the reason(s) for which it was first collected. Your personal data will therefore be kept for the following periods;

- All RICS members and regulated firms have an obligation to act within the rules and regulations of the RICS. Under RICS Regulations we are required to store data for six years
- In the case of financial information, six years after the expiry of a contract with you for the provision of services, in order to comply with HMRC regulations
- Health and Safety data will also be retained for six years
- Dobson Grey Limited will retain any data in accordance with Quallsafe retention periods currently three years

### **Your rights**

You have the right to ask us not to process your personal data for marketing purposes. We will usually inform you (before collecting your data) if we intend to use your data for such purposes or if we intend to disclose your information to any third party for such purposes. You can exercise your right to prevent such processing by checking certain boxes on the forms we use to collect your data. You can also exercise the right at any time by contacting us at **Dobson-Grey Limited, 1 Alscot Studios, Alscot Park, Atherstone on Stour, Stratford upon Avon, CV37 8BL.**

Our site may, from time to time, contain links to and from the websites of our partner networks, advertisers and affiliates. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

### **Access to information**

The Act gives you the right to access information held about you. Your right of access can be exercised in accordance with the Act. Any Subject Access Request (SAR) may be subject to a fee of £10 to meet our costs in providing you with details of the information we hold about you.

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### **Changes to our privacy policy**

Any changes we may make to our privacy policy in the future will be available on our website. Please check back frequently to see any updates or changes to our privacy policy.

### **Contact**

Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to **Dobson-Grey Limited, 1 Alscot Studios, Alscot Park, Atherstone on Stour, Stratford upon Avon, CV37 8BL.**