

Michael R Lee (Surveyors) Limited

PRIVACY POLICY

Michael R Lee (Surveyors) Limited recognises that data protection is the cornerstone of its operations as an organisation, and is committed to processing information about individuals in ways that comply with its legal obligations under the General Data Protection Regulation (GDPR).

In the performance of our role as a Chartered Surveying practice we will process the personal data of individuals, and will ensure in doing so that we are clear with those individuals about what we do (or may do) with their information.

This privacy policy explains what personal data (information) we hold about individuals and contains important information on who we are, how and why we collect, store, use and share personal information, individuals' rights in relation to their personal information and on how to contact us and supervisory authorities in the event you have a complaint.

WHO WE ARE

Michael R Lee (Surveyors) Limited, uses and is responsible for certain personal information about individuals. When we do so we are regulated under the [General Data Protection Regulation](#) which applies across the European Union (including in the United Kingdom) and we are responsible as 'controller' of that personal information for the purposes of those laws.

In this privacy policy, references to "we" or "us" means Michael R Lee (Surveyors) Limited, abbreviated to MRLS.

DATA PROTECTION PRINCIPLES

We will comply with the data protection principles when gathering and using personal information, as set out in our GDPR data protection policy.

THE PERSONAL INFORMATION WE COLLECT AND USE

In the course of the performance of our role as Chartered Surveyors, we collect personal information when you provide it to us.

The information we collect and how we handle that information differs depending on who you are and why we are collecting the information.

THE PERSONAL INFORMATION WE COLLECT AND USE RELATING TO OUR CLIENTS, THEIR PROFESSIONAL REPRESENTATIVE'S AND THOSE OF THE OPPOSING SIDE

MRLS will collect personal information from its clients, their professional representative's and those of the opposing side.

The information we collect

We may collect the following types of information:

- Name, address, email address, telephone number(s) and other contact details
- Your company's name, your position in the company, the company's address and your company email address and telephone number
- Information required to provide you with a service and details of our services that you have used (for example, valuations, lease extensions and collective enfranchisements)
- Details of any enquiry you have made to MRLS

Why we collect it

The collection of this information is required to enable us to perform our role as Chartered Surveyors, which helps us to:

- Provide our clients with services and information they expect to receive from their Chartered Surveyor professional adviser.
- Improve and develop our services and performance as Chartered Surveyors
- Develop and provide products and services, either on our own or in conjunction with third parties (for example the provision of training courses with the RICS - Royal Institution of Chartered Surveyors or ARMA - the Association of Residential Managing Agents)
- Meet our regulatory obligations

We also collect personal information about individuals from their company directly.

Who we share it with

From time to time, MRLS may share your personal information with the following categories of recipients:

- RICS Regulation
- RICS Audit
- Professional Indemnity Insurers/Brokers
- Website and IT support
- Accountants

MRLS are not aware of any third party recipients being based outside the European Economic Area

We will share personal information with law enforcement or other authorities if required by applicable law.

We will not share your personal information with any other third party.

Where your personal information may be held

Information may be held at our offices, and third party agencies, service providers, representatives and agents as described above.

We have security measures in place to seek to ensure that there is appropriate security for information we hold including those measures detailed in our GDPR data protection policy.

How long your personal information will be kept

For regulatory and professional indemnity purposes, we will retain information relating to our clients, their professional advisers and other side permanently.

Our lawful basis

We rely on legitimate interests as our lawful basis for processing the personal information relating to our clients, professional advisers and other side.

It is necessary for us to process the personal information we have described so that we can perform our role as a Chartered Surveyors. Our processing activities are a targeted and proportionate way of achieving this. Our clients, professional advisers and other side reasonably expect that we will process their personal information.

THE PERSONAL INFORMATION WE COLLECT AND USE RELATING TO THIRD PARTIES

MRLS will collect personal information from third parties, including members of the general public who contact us.

The information we collect

We may collect the following types of information:

- Name, address, email address, telephone number(s) and other contact details
- Your company's name, your position in the company, the company's address and your company email address and telephone number
- Information required to provide you with a service.
- Details of any enquiry you have made to MRLS

Why we collect it

The collection of this information is required to enable us to perform our role as Chartered Surveyors, which helps us to:

- Provide our clients with services and information they expect to receive from their Chartered Surveyor professional adviser.
- Improve and develop our services and performance as Chartered Surveyors
- Develop and provide products and services, either on our own or in conjunction with third parties (for example the provision of training courses with the RICS - Royal Institution of Chartered Surveyors or ARMA - the Association of Residential Managing Agents)
- Meet our regulatory obligations

We also collect personal information about individuals from their company directly.

Who we share it with

From time to time, MRLS may share your personal information with the following categories of recipients:

- RICS Regulation
- RICS Audit
- Professional Indemnity Insurers/Brokers
- Website and IT support
- Accountants

MRLS are not aware of any third party recipients being based outside the European Economic Area

We will share personal information with law enforcement or other authorities if required by applicable law.

We will not share your personal information with any other third party.

Where your personal information may be held

Information may be held at our offices, and third party agencies, service providers, representatives and agents as described above.

We have security measures in place to seek to ensure that there is appropriate security for information we hold including those measures detailed in our GDPR data protection policy.

How long your personal information will be kept

We will retain your personal information for a period of 24 months.

Our lawful basis

We rely on legitimate interests as our lawful basis for processing the personal information third parties and members of the public may provide.

It is necessary for us to process the personal information we have described so that we can perform our role as Chartered Surveyors. Our processing activities are a targeted and proportionate way of achieving this.

TRANSFER OF YOUR INFORMATION OUT OF THE EEA

MRLS will not transfer your information outside the European Economic Area

YOUR RIGHTS

Under the [General Data Protection Regulation](#) you have a number of important rights free of charge.

In summary, those include rights to:

- fair processing of information and transparency over how we use your use personal information
- access to your personal information and to certain other supplementary information that this Privacy Notice is already designed to address

- require us to correct any mistakes in your information which we hold
- require the erasure of personal information concerning you in certain situations
- receive the personal information concerning you which you have provided to us, in a structured, commonly used and machine-readable format and have the right to transmit those data to a third party in certain situations
- object at any time to processing of personal information concerning you for direct marketing
- object to decisions being taken by automated means which produce legal effects concerning you or similarly significantly affect you
- object in certain other situations to our continued processing of your personal information
- otherwise restrict our processing of your personal information in certain circumstances
- claim compensation for damages caused by our breach of any data protection laws

For further information on each of those rights, including the circumstances in which they apply, see the [Guidance from the UK Information Commissioner's Office \(ICO\) on individuals rights under the General Data Protection Regulation](#).

If you would like to exercise any of those rights, please:

- Email us at info@michael-lee.co.uk or telephone us on 020 3376 3032 or write to us at **Michael R Lee (Surveyors) Ltd, Minster House, 126a High Street Whitton Twickenham TW2 7LL**
- let us have enough information to identify you (for example your full name and email address)
- let us have proof of your identity and address (a copy of your driving licence or passport and a recent utility or credit card bill), and
- let us know the information to which your request relates, including any account or reference numbers, if you have them

KEEPING YOUR PERSONAL INFORMATION SECURE

We have appropriate security measures in place to prevent personal information from being accidentally lost, or used or accessed in an unauthorised way. We limit access to your personal information to those who have a genuine business need to know it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality.

We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

HOW TO COMPLAIN

We hope that we can resolve any query or concern you raise about our use of your information by contacting us directly.

The [General Data Protection Regulation](#) also gives you right to lodge a complaint with a supervisory authority, in particular in the European Union (or European Economic Area) state where you work, normally live or where any alleged infringement of data protection laws occurred. The supervisory authority in the UK is the Information Commissioner who may be contacted at <https://ico.org.uk/concerns/> or telephone: 0303 123 1113.

CHANGES TO THIS PRIVACY NOTICE

This privacy notice was published on 24th May 2018 .

We may change this privacy notice from time to time, and when we do we will inform you.