



STERLING PRESERVATION
Damp & Timber Surveying
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IMPORTANT INFORMATION REGARDING GDPR

Due to data protection laws which came into effect on 25 May 2018 Sterling Preservation Damp & Timber Surveying confirm that any personal data held by the company will not be used or shared with any third party and is only collected for the purpose of carrying out our lawful business in attending your address to carry out a survey inspection and issuing our report/quotation or, for location by operatives when appointed to carry out remedial treatment work in your property.

Following completion of work and receipt of full payment we issue ten years guarantee certificate and details of the guarantee are archived securely until expiry.

If you require any further clarification of our policy, please get in touch with our office using the contact details above.

2. AUDITING THE INFORMATION WHICH WE HOLD

2.1 Information about our Clients

- (i) Clients contact us to request an inspection of a damp/timber issue in their property and details requested are; name, address and postcode, contact telephone numbers and e-mail address. Following a visit by our Surveyor the report/quotation etc. are sent to the client by e-mail, in the first instance and a hard copy is sent by post with accompanying documents.
- (ii) All reports/quotations are kept securely on our premises until the client decides to go ahead with the work quoted. Currently quotations from August 2010 and completed job files dating from November 1987 are retained but completed job files will begin to be disposed of when guarantees of 30 years, 20 years and 10 years respectively expire.
- (iii) If a client wishes us to undertake work at their property, then details of the name, address and contact telephone numbers are transferred to internal paperwork for use by site operatives. Once a job is completed, the paperwork is returned to the office so that the work can be invoiced. Upon payment of the invoice and issue of a ten years guarantee certificate paperwork is securely archived for the duration of the guarantee period.
- (iv) Completed job files containing Invoices are, of necessity, shared with our accountants at the end of our financial year. Files are transported to and from the accountants' office by ourselves. All financial data is retained for 6 years pursuant to HMRC law.
- (v) We NEVER issue copy certificates on request, stipulating always that ORIGINAL documents must be returned to our office by registered post.

2.2 Information about our staff

- (i) Name, address, contact telephone numbers, date of birth, National Insurance number, Tax Code, Bank details and emergency contact details are kept in a secure filing cabinet. Details are disclosed only via our Payroll System, to HMRC and to our Accountants.
- (ii) Sub-contractor details are used to pay via BACS transfer and to issue a month-end statement of earnings as required by HMRC.
- (iii) Minimal details of previous employees/sub-contractors are retained as sometimes operatives return to work for us again after a lengthy absence.

3. Communicating Privacy Information

- (i) When collecting personal data our identity is disclosed and information of how client's data will be used. (*Refer to our privacy notice*). We explain our lawful basis for processing the data, data retention periods and their right to complain to the ICO if they think there is a problem with the way we handle their data.

Continued overleaf

4. Individuals' rights

- (i) Our procedures have been checked to ensure they cover all the rights of individuals.
- (ii) We have procedures to delete personal data.

GDPR – Rights of individuals:

- the right to be informed
 - the right of access
 - the right to rectification
 - the right to erasure
 - the right to restrict processing
 - the right to data portability
 - the right to object
 - the right not to be subject to automated decision-making including profiling
- If someone asks to have their personal data deleted, the Report file can be located and deleted.

5. Access requests

If a client wishes to access the data we hold, a Director will confirm the details and how this can be done.

6. Lawful basis for processing personal data

Our Privacy notice identifies our lawful basis for obtaining data. Consent is a lawful basis.

7. Consent

Needs to be Opt-in NOT inferred from silence. Needs to be separate from other Terms and Conditions.

8. Children (under 18) ... Not Applicable

9. Data Breaches

May be investigated by the ICO (information Commissioners Office)

10. DPIA – Not applicable

11. DPO – Not applicable

12. International – Not applicable