



MARTIN RALPH CHARTERED SURVEYORS **PRIVACY POLICY**

This Privacy Policy sets out how we process personal data we collect from or about you, or that you provide to us. Please read this notice carefully to understand why data is being collected and how we use it.

his policy does not affect any liabilities you may have to pay fees for work undertaken

For the purpose of the General Data Protection Regulation (GDPR), effective from May 2018, the data controller is Martin Ralph GP Surveyors Limited (trading as Martin Ralph Chartered Surveyors), a company registered in England under the company number 8846500, with its registered address at 3a London Road, Purbrook, Waterlooville, Hampshire PO7 5LQ.

We are committed to protecting your personal information.

WHAT TYPE OF INFORMATION WILL WE COLLECT FROM YOU?

The personal information we collect from you will typically include the following:

- Full name and contact details (including your contact number, email and correspondence address)
- Your communications with us, including a record of emails or postal correspondence

ON WHAT BASIS CAN WE PROCESS YOUR INFORMATION?

The legal grounds under data protection legislation for processing your personal data are as follows:

- It is necessary for the performance of a contract to which you are a party, or to take steps at your request prior to entering into a contract, in order for us to provide you with our services and Terms of Engagement.

WHAT ARE WE GOING TO DO WITH YOUR INFORMATION?

- To fulfil our obligations to you when providing you with our surveying services
- To share your information with others where necessary to deliver our services to you, or where we act as surveyor for a third party on your behalf (e.g. an estate agent)
- To communicate with you during the course of providing our services, including responding to enquiries and requests
- To provide you with information about goods or services we believe may interest you, where you have given consent, or (if you are an existing customer) where we contact you by electronic means about services. You can unsubscribe at any time.



HOW LONG WILL WE KEEP YOUR DATA FOR?

We will retain your personal data for up to 7 years following your last interaction with us. This is for legitimate business purposes. You have the right to request deletion of your data at any time.

WHO YOUR INFORMATION MAY BE SHARED WITH?

We may pass your details onto:

- Estate Agents
- Solicitors

We will not share your information with third parties for marketing purposes without your prior consent.

WHERE IS YOUR DATA KEPT?

Martin Ralph Chartered Surveyors data is stored within Microsoft 365, primarily using SharePoint and One Drive. This replaces the need for physical storage devices.

Data is hosted in Microsoft-managed data centres, with built-in redundancy and high availability. Microsoft replicates data across multiple locations to protect against hardware failure and ensure service continuity.

Access to data is controlled through secure authentication methods, including Multi-Factor Authentication (MFA), and is restricted based on user roles and permissions.

All data is encrypted both in transit and at rest, in accordance with industry security standards.

TRANSFER OF PERSONAL DATA

We do not transfer personal data outside of the UK and the Channel Islands.

COOKIES

Our website uses cookies to function correctly. These are small text files used to track, monitor, and improve our services.

You can find out more at <http://www.allaboutcookies.org>.

DATA DISPOSAL

Any paper documents containing information about an identifiable person and their personal data are shredded on site.

YOUR RIGHTS

- Request a copy of your data
- Request correction of inaccurate data
- Request restriction of processing
- Object to processing it
- Request deletion of your data
- Withdraw consent at any time

Requests can be sent to info@martinralphsurveyors.co.uk.

WE PROMISE TO:

- Take your data privacy seriously
- Keep your data secure
- Only use third parties where necessary
- Inform you of any data breaches

Further details can be found at www.ico.org.uk.



Signed by: Shaun Woolford
Managing Director

Dated: 01/04/2026