



STEWART PROPERTY SERVICES

Privacy Notice

This Privacy Notice shall become effective as of 25 May 2018.

At Stewart Property Services, we understand that we have a responsibility to protect and respect your privacy and look after your personal data.

This Privacy Notice, inclusive of our Terms and Conditions, explains what personal data we collect, how we use your personal data, reasons we may need to disclose your personal data to others and how we store your personal data securely.

For clarity, Stewart Property Services may be both data controller and data processor for your personal data under certain circumstances.

Data Protection law will change on 25 May 2018

This Privacy Notice sets out your rights under the new laws.

Who we are

Stewart Property Services is the Trading Name of Stewart Preservation Ltd. We are a registered company with Registration No SC 37385 and our registered office is at 4B Thornton Road, Rosewell, Midlothian, EH24 9DP, Telephone 0131-228 2867

Web-site: www.stewart-property-services.co.uk

E-mail: mail@stewart-property-services.co.uk.

How the law protects you

Data protection laws state that we are only able to process personal data if we have valid reasons to do so. The basis for processing your personal data includes, but is not limited to, your consent, performance of a contract, to enable billing and remittance, and to contact you for customer service purposes.

4B Thornton Road, Rosewell, Midlothian, EH24 9DP, Telephone 0131-228 2867

Web-site: www.stewart-property-services.co.uk

E-mail: mail@stewart-property-services.co.uk.

Company Registration No. SC 375385 VAT Registration No. 987 4101 95
Stewart Property Services is a trading name of Stewart Preservation Ltd

How do we collect personal data from you?

We receive information about you from you personally when you either contact us by phone or email, or through a third party which contracts us to carry out our services at your premises.

What type of data do we collect from you?

The personal data that we may collect from you includes your name, address, email address and phone numbers. We may also keep details of our visits to your site including, but not limited to location data or other communication data. We also retain records of your queries and correspondence, in the event you contact us.

How do we use your data?

We use information about you in the following ways:

- To process orders that you have submitted to us; or being submitted through a third party
- To provide you with services;
- To comply with our contractual obligations we have with you or a third party;
- To help us identify you and any accounts you hold with us;
- To provide customer care, including responding to your requests if you contact us with a query;
- To administer accounts, process payments and keep track of billing and payments;
- To carry out marketing and statistical analysis;
- To review job applications;

Retention periods

We will keep your personal data for the duration of the period you are a customer of Stewart Property Services. We shall retain your data only for as long as necessary in accordance with applicable laws.

On the closure of your account, we may keep your data for up to 7 years after you have cancelled your services with us. We may not be able to delete your data before this time due to our legal and/or accountancy obligations. We may also keep it for research or statistical purposes. We assure you that your personal data shall only be used for these purposes stated herein.

Third Parties

For the avoidance of doubt, we do not and never shall sell your personal data to third parties for marketing or advertising purposes.

Your rights

You have the right to object to our use of your personal data, or ask us to delete, remove or stop using it if there is no need for us to keep it. This is known as your right to be forgotten. There are legal and accountancy reasons why we will need to keep your data, but please do inform us if you think we are retaining or using your personal data incorrectly.

In preventing the use or processing of your personal data, it may delay or prevent us from fulfilling our contractual obligations to you. It may also mean that we shall be unable to provide our services or process the cancellation of your service.

Where we store your personal data

We follow accepted ISO standards to store and protect the personal data we collect, including the use of encryption if appropriate.

All information you provide to us is stored in our secured premises or on our secured servers within the EEA.

Liability

We agree to take reasonable measures to protect your data in accordance with applicable laws and in accordance with our General Terms and Conditions:

Data Breaches

In the event of a data breach, we shall ensure that our obligations under applicable data protection laws are complied with where necessary.

Contact us

Please e-mail any questions or comments you have about privacy to us at mail@stewart-property-services.co.uk

Your right to make a complaint

You have the right to make a complaint about how we process your personal data to the Information Commissioner:

<https://ico.org.uk/concerns/>
Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Tel: 0303 123 1113