



Privacy Policy

Survey Wise

Effective from: 03/05/2025

1. Introduction

At **Survey Wise**, we are committed to protecting your personal data and ensuring transparency in how it is used. This Privacy Policy explains what personal information we collect, how we use it, and your rights under applicable data protection laws, such as the UK General Data Protection Regulation (UK GDPR) or equivalent.

2. Information We Collect

We may collect and process the following types of personal data:

- Full name and contact details (email, phone number, address)
 - Property details (address, type, value)
 - Financial information where relevant (e.g., invoice or payment data)
 - Any additional information you voluntarily provide during service enquiries or appointments
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3. How We Use Your Data

We use your personal data to:

- Deliver property valuation services
- Communicate with you about your booking or enquiry
- Issue reports, invoices, and receipts
- Comply with legal and regulatory obligations
- Improve our services and internal records

We will only process your personal data when we have a lawful basis to do so, including fulfilling a contract, complying with legal obligations, or where you have given consent.

4. Data Sharing

We do not sell or rent your data. We may share your information with:

- Service providers acting on our behalf (e.g., IT systems or payment processors)
- Regulatory or legal authorities where required



- Professional partners (e.g., solicitors, estate agents) only with your prior consent
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5. Data Retention

We retain your personal data only for as long as necessary to fulfil the purposes outlined in this policy or to comply with legal and regulatory requirements.

6. Your Rights

You have the right to:

- Access a copy of your personal data
- Request correction or deletion of your data
- Object to or restrict certain data processing
- Withdraw your consent at any time (where processing is based on consent)
- Lodge a complaint with the Information Commissioner's Office (ICO) or relevant authority

To exercise your rights, contact us at info@surveywise.uk

7. Data Security

We take appropriate technical and organisational measures to protect your data against loss, misuse, and unauthorised access.

8. Cookies and Website Data

If you use our website, we may collect standard internet log information using cookies to improve user experience. Our website will prompt for your consent where required.

9. Policy Updates

This policy may be updated periodically to reflect legal changes or business operations. Please check our website for the latest version.



Contact Us

If you have any questions or concerns about this Privacy Policy or your data, please contact:
Survey Wise

info@surveywise.uk | 0800 014 9318 | www.surveywise.uk