

Data Controller

Mr Shabir

Collected Personal Data

Personal Details

Purpose of collecting data

For the use of contacting clients to arrange survey bookings and the production of survey reports.

We will retain all files and documents for a reasonable period, which will in any event be not less than 6 years after completion or termination of the service(s). These will be securely stored and available for future inspection, if required, for up to a maximum of 15 years.

Once the service has been completed and post-report-delivery discussions with the client concluded, the RICS member should make sure the project file is properly closed. Although this will depend on the RICS member's own quality assurance procedures, it will usually involve assembling and updating all the relevant information and communications (hard copy and/or digital) and archiving in accordance with current practice. These should be securely stored and made available for future inspection if required. A legal liability may extend up to a maximum of 15 years in England and Wales but this may vary in Scotland and Northern Ireland.

Cancellation of Services

You should seek advice on your obligations under The Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 ('the Regulations') and/or the Consumer Rights Act 2015 in accordance with section 2.6 of the current edition of the Home survey standard RICS professional statement. In particular, once we have provided you with our report, you will lose your right to cancel during the 14-day 'cooling off' period provided by the Regulations.

Once a start / survey date has been agreed by all parties the following policy applies.

Nothing in this clause 5 shall operate to exclude, limit or otherwise affect your rights to cancel under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 or the Consumer Rights Act 2015, or under any such other legislation as may from time to time be applicable. Entirely without prejudice to any other rights that you may have under any applicable legislation, you are entitled to cancel this contract in writing by giving notice to the surveyor's office at any time before the day of the inspection, and in any event within fourteen days of entering into this contract. Please note that where you have specifically requested that the surveyor provides services to you within fourteen days of entering into the contract, you will be responsible for fees and charges incurred by the surveyor up until the date of cancellation.

Instructions cancelled within 48 hours of the proposed survey or if the survey cannot be carried out due to for example no access as previously arranged and confirmed by others will be charged at full.

Surveys cancelled within 48 hours and 120 hours of the appointment date shall be charged at 50% of the survey fee.

Surveys cancelled outside of the 120 hours appointment date period will be refunded in full.

Cancellation days and times are normal business hours, Monday-Friday, 9.00am to 5.00 pm

#### Complaints Procedure

Please contact the office for our complaints procedure.