

DIXON HEANEY KEAN KENNEDY (DHKK) LTD
GDPR FAIR PROCESSING NOTICE
(How we use your personal information)

This fair processing notice explains what information we collect, when we collect it and how we use this information. During the course of our activities we will process personal data (which may be held on paper, electronically or otherwise) about you and we recognise the need to treat it in an appropriate and lawful manner. The purpose of this notice is to make you aware of how we will handle your information.

Who are we?

DHKK Ltd, 54 Corstorphine Road, Edinburgh, EH12 6JQ take the issue of security and data protection very seriously and strictly adhere to guidelines published in the Data Protection Act of 1998 and the General Data Protection Regulation (EU) 2016/679, and which is applicable from the 25th May 2018.

We are notified as a data controller within the Information Commissioner's Office (ICO) under registration number Z2559035, and we are the data controller of any personal data that you provide to us.

Our data protection officers are the directors of DHKK Ltd, at 54 Corstorphine Road, Edinburgh, EH12 6JQ.

Any questions relating to this notice and our privacy practices should be sent to the directors at DHKK Ltd, 54 Corstorphine Road, Edinburgh, EH12 6JQ.

How we collect information from you and what information we collect

We collect some information about you:

- a. When you instruct a valuation or survey;
- b. From your arrangements to make payment to us (such as bank details, credit card details)

We collect the following information about you:

- a. Name;
- b. Address;
- c. Telephone numbers/contact numbers;
- d. Email address

We may receive the following information from third parties:

- a. Payments made by you to us;
- b. In the case of mortgage valuation or remortgages, the amount of the loan in relation to the anticipated valuation of the property

Why we need this information about you and how it will be used

We need the above information and will use this information to:

- a. Undertake an inspection or valuation of heritable property in order to provide reports and valuations in line with the specific instructions received;
- b. To provide a report to a third party such as a bank or building society or other mortgage lender;
- c. To provide a report or valuation to a third party such as a solicitor or estate agent to allow marketing of a property;
- d. For all other purposes consistent with the proper performance of our operations and services

Sharing of your information

The information you provide to us will be treated by us as confidential and will be processed only by our employees within the UK. We may disclose your information to other third parties who act for us for the purpose set out in this notice or for purposes approved by you including the following:

- a. To provide a report or valuation to a third party such as a mortgage lender;
- b. To provide information to a solicitor or estate agent for marketing purposes;
- c. If we are investigating payments made or otherwise your information may be disclosed to payment processors acting on our behalf

Unless required to do so by law we will not otherwise share, sell or distribute any of the information you provide to us without your specific consent.

Transfers outside the UK and Europe

Your information will only be stored within the UK and EEA.

Security

When you give us information we take steps to make sure that your personal information is kept secure and safe. This is in accordance with our privacy policy which is available on request.

How long we will keep your information

We review our data retention periods regularly and will only hold your personal data for as long as is necessary for the relevant activity or as required by law.

Your rights

You have the right at any time to:

- a. Ask for a copy of the information about you held by us in our records;
- b. Require us to correct any inaccuracies in your information;
- c. Make a request to us to delete what personal data we hold about you

If you would like to exercise any of your rights regarding the above, please contact us at survey@dhkk.co.uk

Should you wish to complain about the use of your information, we would ask that you contact us to resolve this matter in the first instance. We ask that you put your complaint in writing and address it to the directors of DHKK Ltd. You also have the right to complain to the Information Commissioner's Office (ICO) in relation to our use of your information. The ICO's contact details are noted below:

The Information Commissioner's Office – Scotland
45 Melville Street
Edinburgh
EH3 7HL

Tel: 0131 244 9001

Email: scotland@ico.org.uk

The accuracy of your information is important to us to facilitate the services that we provide. We ask that you help to keep our records updated by informing us of any changes to your email address and other contact details.