

General Data Protection Regulations  
Privacy Notice  
Brendons Chartered Surveyors

Dear Client

As you are no doubt aware with effect from the 25<sup>th</sup> May 2018 new E U Regulations (the General Data Protection Regulations) came into effect which requires companies to use, store and handle data collected in a responsible manner.

These regulations add to and update the existing Data Protection Legislation hitherto adhered to by Brendons Chartered Surveyors a trading name of the Chambers Property Group Limited.

In essence therefore nothing will change in our method of collection and storage of your personal data which is required only in connection with our customer/client relationship.

At Brendons we have always taken your privacy and the collection of your personal data very seriously and have always complied with the requirements of the earlier Data Protection Legislation.

We have however updated our Privacy Policy a copy of which may be downloaded on line and which hopefully will assist your understanding of why and how we collect, store and manage your personal information in accordance with the new GDP Regulation.

We have always and will continue to exercise the greatest care to protect your personal information but should you wish to discuss our Privacy Policy further then please contact our appointed Compliance Officer John R Crosbie FRICS at [johncrosbie@brendons.co.uk](mailto:johncrosbie@brendons.co.uk)

Yours sincerely  
For and on Behalf of  
B R E N D O N S

BRENDONS CHARTERED SURVEYORS LIMITED  
PRIVACY POLICY

Brendons Chartered Surveyors is a trading name within the Chambers Property Group Limited a company incorporated in England under Registration No 10057960.

Our Head Office is located at Royal Chambers, 104 Pitshanger Lane, Ealing, London W5 1QX

As a company we are committed to ensuring any data provided by you, the client, in connection with any instruction or activity, is used in a fully compliant manner and in accordance with amended legal requirements.

In order to provide you with any particular service requested of us we will of necessity need to collect and hold certain information from you e.g. name, address, and contact details.

This Privacy Policy explains in more detail what information we may require, how we will use and store that information and the choices available to you governing those matters.

Rest assured the company is committed to safeguarding any personal information ('data') with legal obligations placed on us to use and hold that information in accordance with the Data Protection Legislation as reinforced within the GDPR.

**1. Information collected**

When receiving instructions or assisting you with enquiries we will need to collect certain personal information from/about you for example your name, your postal address and email address telephone and/or mobile number and potentially for property letting/management purposes financial information.

By providing this information you enable The CPG Limited to provide you with the services you have requested.

We do not pass this information to any third party unconnected to the company and such information is available on a selective basis only to certain employees.

**2. How will we use use the information collected?**

The company will use your information for the following purposes:-

- For 'service administration purposes' as defined i.e. to deal with your request for the services to be provided by the company.

- To analyse and improve the services offered by the company to you, our client. These services may include a one off task such as the preparation of a pre purchase survey report or more long term association with the client/customer through our Property Letting & Management Service.

3. **Will you contact me?**

The company may contact you:

- To secure from you any further information required to properly complete or continue the services requested/provided
- To offer additional services in the future and/or advice for example with regard to changing legislation which may be considered relevant to you as a client

4. **How long will my personal information be retained ?**

We will hold your personal information only as long as required to complete the task for which we were engaged or as required by our professional body the Royal Institution of Chartered Surveyors or our Professional Indemnity Insurers.

5. **Can you confirm what personal information be held?**

The Data Protection Act gives you the right to request information related to the personal data held by the company in order to review, correct (if necessary) or secure deletion of relevant items where appropriate.

Any request for assistance in this regard should be addressed by email to:-

johncrosbie@brendons.co.uk

We will of course require provision of approved relevant photographic or other identification prior to release.

6. **The Privacy Policy**

Brendons through The Chambers Property Group Limited may on occasion update this privacy policy.

May 2018