**Our policy on Data Protection**

Our policy set out below provides details of personal data that we collect from you and how it will be processed by us. For the purposes of the Data Protection Act 1998 (the Act), the data controller is RMJ Property Consultants Limited of Old Obeden Farmhouse, Smarden, Kent TN27 8PR. Invicta Chartered Surveyors is a trading name of RMJ Property Consultants Limited.

**What information do we collect from you?**

For the purposes of our business, we store and process information about our clients. Whilst using our website, we may collect and process information that you provide by filling in the contact form on our website, [www.invictasurveyors.com](http://www.invictasurveyors.com). If you contact us, we may keep a record of that correspondence.

During the course of our remit and instructions from you, we may hold personal data which you supply to us, including contact details.

**Where do we store your personal data?**

The data that we collect from you may be transferred to, and stored at, a destination outside the European Economic Area (“EEA”). It may also be processed by staff operating outside the EEA who work for our Information Technology provider. By submitting your personal data, you agree to this transfer, storing or processing. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

All information you provide to us is stored on our secure servers. Unfortunately, the transmission of information via the internet is not always completely secure. We cannot therefore guarantee the security of your data transmitted to our website and any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

Hard copy data is stored for a minimum of 6 years in a secured off-site storage facility.

**In what way do we use your information?**

We use information held about you to carry out our obligations arising from your instructions and contracts for the supply of services entered into between you and us.

We do not normally use your data, or permit selected third parties to use your data, to provide you with information about goods and services which may be of interest to you. On occasions, we may forward your contact details to selected third parties who we feel may be of specific assistance to you.

If you do not want us to use your data in this way, or to pass your details on to third parties, please advise us as [enquiries@invictasurveyors.com](mailto:enquiries@invictasurveyors.com).

**Do we disclose your information?**

We may disclose your personal information to third parties if we sell or buy any business or assets on your behalf. We may need to disclose your personal data to any prospective seller or buyer of such business or assets.

We are under a duty to disclose or share your personal data in order to comply with any legal obligation. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

**What are your rights?**

We will usually inform you if we intend to pass your data onto selected third parties who may be of assistance for a particular purpose. Should you prefer us not to use your personal data in this way, please contact us at any time at [enquiries@invictasurveyors.com](mailto:enquiries@invictasurveyors.com)

**Do you have rights to access the information we hold about you?**

Yes, the Act gives you the right to access information we hold about you. Your right of access can be exercised in accordance with the Act. Any access request may be subject to a fee of £25 to meet our costs in providing you with details of the information we hold about you.

**Changes to our privacy policy**

We aim to keep up to date with changes in legislation. Any changes we may make to our privacy policy as a consequence will be displayed on our website or communicated directly to you.

**Contact Us**

Any questions, comments or requests regarding this privacy policy should be addressed to [enquiries@invictasurveyors.com](mailto:enquiries@invictasurveyors.com)