

GDPR & Privacy Policy

Ashdan Consulting's Privacy Policy ('Policy') provides information on how Ashdan Consulting collects, uses, secures, transfers and share your information in compliance with the General Data Protection Regulation ('GDPR') 2018.

Ashdan Consulting is committed to protecting and respecting your privacy. This Policy explains how we collect personal data, how we use it and who we might share it with.

We may review our Policy from time to time so please contact us for any updates. If you have any questions about this Privacy Policy or the way we process personal data, please send an email to info@ashdan-consulting.com.

Who we are

We are a firm of Chartered Surveyors registered with, and regulated by, the Royal Institution of Chartered Surveyors ('RICS') in accordance with its rigorous professional standards, and we take the collection, use and storage of your personal data very seriously.

We are a company incorporated in England, whose registered office is at 2 Romalldkirk Close, Consett, Co. Durham DH8 7UF (registered with company number 09890540)

How do we collect information from you?

We collect information from you in the following ways:

- through our websites, including forms and cookies (please refer to our website for further details)
- by email and post
- by contact via phone
- via our social media channels
- via in-person contact
- from information we gather via events
- from information we receive from external third parties.

Any use of personal data we collect from you will be in accordance with this Privacy Policy. We will also give you the opportunity to opt-in or out of certain data uses by us.

How you send information to us is your choice but please be aware that some methods are not secure. If you are unsure how you should send confidential data to us please contact us and we may be able to help you.

What type of information do we collect from you?

- We will collect the information we need to provide you with the products and services you have requested from us
- If we receive a complaint or query from third parties we will collect the data required to consider the complaint or query effectively.

How is your information used?

We will use your data in accordance with the law, and where appropriate to enable the performance of the contract between us. The below sections outline how your data will be used.

The following activities we will carry out **only** with your opt-in consent:

- Sharing your contact details with third parties
- Using your contact details to send you marketing data or newsletters, if you haven't already been provided with a professional service by us

We will use your data in the following ways unless you opt-out or object:

- We may use your contact details to send you marketing messages, project updates, newsletters and details of professional services provided by Ashdan Consulting, if you have already been provided with a professional service by us.
- To ensure that we are able to undertake our obligations under any agreement or contract between us where Ashdan Consulting has been engaged to provide professional services.

Should you provide personal data to us, there are circumstances when we will need to use it whether you provide us with consent or not. This is likely to be the case where we need to use your data in relation to providing you with professional services you have requested from us, or where we need to process the data for legal reasons, or need to share data with third parties where we are required to do so by our regulatory body RICS, public authorities, emergency services, HMRC or by law.

If you make a complaint we will process your data to address any concerns effectively. If you contact us and provide us with your personal data as part of a query we will keep a record of those details.

Who has access to your information?

Directors, employees and consultants of Ashdan Consulting will have access to your personal data where it is needed to carry out a specific task.

In the 'How is your information used?' section it describes circumstances in which other parties may be given access to your data; otherwise, we will not share your data with third parties without your consent.

Your choices and rights

You have a right to access the personal data we hold about you. You may ask us to rectify or erase the personal data we hold about you or to restrict the processing we carry out. You can also object to the way we are processing your personal data.

To submit a question about the way we process your data or to enforce your above rights please contact info@ashdan-consulting.com with your request.

We would always ask that you contact us first if you have any complaints about the way we are processing your personal data. If you have contacted us and you are still unhappy about the way we are using your data, you can submit a complaint to your national data protection authority.

If you are no longer a client or business contact, or if you do not consider our professional services to be relevant or of interest to you, then you may ask for your information to be deleted from our records

How you can access and update your information

If you wish to access data about you can submit a request for access to info@ashdan-consulting.com

Where is your personal data stored and processed?

The storage and processing of your data will generally be at Ashdan Consulting's office at **Office 78, Viewpoint, Derwentside Business Centre, Consett, Co. Durham DH8 6BN**, where it is securely stored on backed-up and password encrypted servers and computer equipment.

Under 16

The professional services provided by Ashdan Consulting are intended for individuals over the age of 16. If you are aged 16 or under, please get your parent/guardian's permission before you provide us with personal information.

Cookie Policy

We use cookies on our websites to manage the operation and performance of our sites.

This site (and all websites which are covered by this Policy) incorporates the use of cookies. Cookies are small data text files that are placed on your computer when you visit a website. Cookies help to make websites work efficiently and provide us with information about how our website is used.

When you visit www.ashdan-consulting.com, we use cookies to enable us to collect standard internet log information. Cookies automatically identify your browser whenever you interact with our site. This helps us to make our site more responsive to your needs and to track and manage information relevant to your specific interests. In this way we can tailor our activities to you, deliver a better and more personalised service and track the pages on our site that you are interested in.

Please refer to our website to find out more about cookies, and how we collect and use your information from your visits to our site.

Review of Privacy Policy

This Policy was last reviewed in May 2018. The content of the policy may be reviewed and changed without prior notice, please visit the link at www.ashdan-consulting.com for any changes.