



1. Introduction

Lincs Home Condition Reports Ltd. is committed to protecting personal data. This privacy notice describes why and how we collect and use personal data and provides information about individuals' rights. It applies to personal data provided to us, both by individuals themselves or by others

When collecting and using personal data, our policy is to be transparent about why and how we process personal data. We have a number of strategies in place to protect any information we may hold about you or your company from either electronic or physical theft.

2. Our privacy promise

We promise to:

- collect, use and store your personal data in a safe and secure way
- only use your personal data for the specific purposes stated
- keep you informed about how we use your information
- we will never pass on or sell your information
- we do not share your details with any other organisations without your express permission. This would only be if you have requested that we contact another organization on your behalf.

3. Company information

Lincs Home Condition Reports Limited (LHCR) is a limited company registered in England & Wales under registration number 5686507. The registered address of the company is The Cottage, Marsh Road, Holbeach Hurn, Spalding, Lincs PE12 8JT. You can contact us at surveys@hcr.co.uk.

4. Data

Collection and retention of personal data includes:

- Name and address
- E-mail address (when available)
- Telephone numbers (home and/or mobile and/or work)

If you want to request more information about our products and services, there are also "contact us" forms on our website where we ask you for your basic contact information. By filling in one of these "contact us" forms, you are agreeing to us contacting you.

Data collected for the following purposes:

- Communication/contacting
- Invoicing (we do not retain any financial details i.e. credit card/bank details)



Data retention

We retain the personal data processed by us for as long as is considered necessary for the purpose for which it was collected (including as required by applicable law or regulation). Personal data may be held for longer periods where extended retention periods are required by law or regulation and in order to establish, exercise or defend our legal rights.

You may ask for your details to be removed from our systems at any time either by writing to me at the above address or by emailing surveys@lhcr.co.uk. We will comply with your request within 30 days.

Should you have any complaints or concerns about how we use or store your data you should contact me in the first instance. If you are not happy with our response you may complain to The Information Commissioners Office (“ICO”) – the UK data protection regulator. Please refer to the ICO website.

In the event that we suffer a data breach, we will contact you at the earliest opportunity

5. Use of Cookies on the <http://www.lincshomeconditionreports.co.uk> website

A cookie is a small text file containing information that a web site transfers to your computer’s hard disk for record-keeping purposes and allows us to analyse our site traffic patterns. A cookie cannot give us access to your computer or to information beyond what you provide us. Most web browsers automatically accept cookies; consult your browser’s manual or online help if you want information on restricting or disabling the browser’s handling of cookies. When you first log on to our website, you are asked to “agree” to our cookie policy. At this stage there is also a link to more details on our cookie policy.

6. Security

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. We will notify you and any applicable regulator of a breach where we are legally required to do so.

7. Changes to this privacy notice

We will keep this privacy notice under regular review. This privacy notice was last updated on 25 May 2018.