



PRIVACY STATEMENT – ARUN ASSOCIATES

In connection with the General Data Protection Regulation, (GDPR), Arun Associates sets out its *Privacy Statement* for clients.

- *Arun Associates* has informed its staff and associates of the importance of the General Data Protection Regulation, and the need to keep client information and data confidential.
- We shall not pass your data, ie client personal data, to unauthorised third parties for any reasons.
- We shall store your personal data securely in accordance with our privacy policy, and access to electronic client data shall be protected to control access.
- Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our website; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security safeguards (both electronically and physically) to try to prevent unauthorised access or disclosure.
- When requested by a client in writing, we will provide details of your client data kept by us, in connection with our consultancy services for you, within **30 days** of the date of the written client request. (This is termed a 'subject access request' under the GDP Regulations.)
- Such data access request may include information for you, on matters such as the purpose of our processing of your data, the recipients that we have provided the data to, in connection with our services for you, the retention period for storing such data, or criteria in determining how long to store that data for.
- When requested by a client in writing, we will delete your personal data as provided by you, the client. We shall do this within **30 days** of the date of the written formal request from the client.
- When a breach of client confidential data occurs under the GDPR, we will notify you within **72 hours** of being aware of the data breach, and the communication will be via our Director, *Mr Neil Thind MRICS*. We will inform you in the shortest, practically possible, time within the prescribed time period.
- If, in the event, that a breach of managing your client data under the GDPR occurs, we will follow the legislation requirements in terms of notifications, contact with the ICO where required, and investigating the cause of that breach.



- We hold client data in both hard copy and electronically, and have reviewed the storage of that data, to minimise the possibility of accidentally transferring that data to third parties who may be unauthorised to receive it.
- Where 'special categories of personal data', or sensitive category data under Article 9 of the GDPR is provided to us by a client, we will review our Privacy Policy and adapt it where necessary in order to comply with the Regulations. Note, that at present, *Arun Associates* does not consider itself to possess such special category data.
- *Arun Associates* will always request and obtain your written consent for any use of your client personal data, where there is any doubt as to passing the data to relevant third parties, in connection with the services provided by us.
- *Arun Associates* will collect and retain client data principally for the purpose of providing surveying consultancy services to our clients.
- *Arun Associates* will always seek client consent for references, in respect of communicating our performance and competence to others.

Neil Thind Bsc(Hons) MRICS MFPWS
Director

Dated May 2018