



PRIVACY STATEMENT

R R Paice & Co
Building Surveying Consultants & Project Managers
20 Gloucester Court
Swan Street
London SE1 1DQ

Tel: 0207 403 9529
Fax: 0207 403 9544

PRIVACY STATEMENT

INFORMATION COVERED BY THIS STATEMENT

This Privacy Statement applies to the use and processing of personal information collated and used by members of R R Paice & Co.

Personal information is information, or any combination of separate pieces of information that could be used to identify you.

By using R R Paice & Co website, mobile applications or otherwise providing your personal information to R R Paice & Co, you agree to the collection, use and sharing of your information in accordance with this statement

INFORMATION R R PAICE & CO COLLECTS

We may collect information about you from a variety of sources. This includes information we collect directly from you, information we collect when you visit our sites, view our online content or use our mobile applications or other services and information we collect about you from other sources.

INFORMATION WE COLLECT DIRECTLY FROM YOU

We collect information directly from you when you choose to participate in contacting or instructing us, create an account or with our mobile applications, call or mail us, or otherwise provide information directly to us. The following are examples of information we may collect directly from you:

- Name
- Email address
- Postal address
- User name and password
- Telephone and/or fax number
- Date of Birth
- Demographic information
- Payment information (such as credit card) or bank account details
- Future communication preferences

INFORMATION WE COLLECT WHEN YOU VISIT OUR SITE, VIEW OUR ONLINE INFORMATION OR USE MOBILE APPLICATIONS OR OTHER SERVICES

Use of Cookies or other technologies to collect information when you visit our site, view our online information, or use our mobile applications and other services, the following are examples of information we may collect with these technologies:

- Information from your device, browser and operating system.
- IP Address
- Web pages you view
- Links you click
- R R Paice emails you open

INFORMATION COLLECTED THROUGH MOBILE APPLICATIONS

When you download our mobile applications to your mobile device we may also collect information that you provide. We automatically collect information through our applications.

The following are examples of the types of information we may automatically collect through our applications:-

- Marketing ID or similar identifier
- Information about your devices operating system
- Information about the way you use the application

YOUR CHOICES ABOUT INFORMATION COLLECTION THROUGH MOBILE APPLICATIONS

You can opt out of continued information collection by our mobile application by deleting the application from your device.

PRECISE LOCATION DATA

Our mobile applications may collect precise location information from your device if you consent to the collection of this information. We may use third party service providers to provide location services using location data you provide. You may opt out at any time to the continued collection of this information by adjusting these settings on your device.

INFORMATION R R PAICE COLLECTS FROM OTHER SOURCES

We may obtain information about you from other sources, including publicly available sources, such as the Land Registry, Social Media platforms or referral agents. Examples of information we may collect from other sources are:

- Name
- Postal address
- Email address
- Date of Birth
- Income Level
- Publicly observed activities or information made available by you to the public, such as blogs, videos, internet postings and other generated content.

HOW R R PAICE & CO USES THIS INFORMATION

We use the information we collect to provide the information and the services we deliver to you, offers or other content tailored to your interest and to conduct other R R Paice & Co business operations. The following are examples of how we may use the information we collect:

- Answer your questions or respond to your request.
- Develop new products and services.
- Create and manage your account.
- Process payment for services.
- Protect against or identify possible fraudulent transactions.
- Send you email and/or post messages with information.
- Enforce our terms and conditions and otherwise manage our business.

R R Paice & Co will only process your information in pursuance of our legitimate interest, if we receive any requests related to, for example product or service, a call back, or specific marketing materials, we will use your personal information to fulfil your request. Where we need to manage your account and protect you against or identify possible fraudulent transactions, we will do so in accordance with our legal obligation placed on us under the Law. We will seek consent from you if we need to process your data solely identified purposes. To ensure meaningful consent is obtained from you, R R Paice & Co will provide you with reasonable notice ensuring that your consent is provided on an informed basis.

INFORMATION SHARING

The success of our business depends on your trust, and we do not sell your information to marketers.

THIRD PARTY SERVICE PROVIDERS

We engage third party service providers to perform a variety of business operations on our behalf. In doing so we may share your personal information with them. We provide our service providers with only the personal information they need in order to perform these services we request and we contractually require that they protect the information appropriately and not use it for any other purpose.

For example we rely on a third party service provider to:

- Fulfil your service request and answer your questions.
- Host our sites and deliver our email or other communications.
- Analyse our data, sometimes combined with data from other sources to send you communications.
- Conduct research analysis data to improve our products, services and sites.
- Perform other services that we request.
- Please advise us if you wish to receive a list of third party service providers.

OTHER SITUATIONS

We may transfer or otherwise process your personal information:-

- As part of the sale of an R R Paice & Co brand to another company.
- When we have received your instructions to pass your information to another party.
- To protect, defend or exercise the rights and property of R R Paice & Co (including enforcing our terms and conditions).
- When required by law and/or Government Authorities.

PERSONAL INFORMATION RETENTION PERIOD

We will retain personal information for the period necessary to fulfil the purposes outlined in this privacy statement, unless a longer retention period is required or permitted by law.

AGGREGATED AND NON PERSONAL INFORMATION

We share aggregated and/or anonymous information that does not identify you for R R Paice & Co business purposes. For example, we may disclose the number of visitors to R R Paice & Co sites or services. We may also share aggregated and/or anonymous information with our business partners for their own business purposes.

YOUR COMMUNICATION OPTIONS

We give you choices about how we communicate with you.

EMAIL COMMUNICATIONS

You can stop receiving promotional email messages from R R Paice & Co by following the opt-out instructions provided in any such message you receive.

POSTAL MAIL

You can stop receiving promotional postal mail from R R Paice & Co by following the opt-out instructions that may be included with those communications.

You may also stop receiving promotional email or postal communications through this privacy statement.

MOBILE TEXT MESSAGES

We only send you mobile text messages if you specifically ask to receive these (you opt-in). You can stop receiving text messages by following the instructions to opt out provided within that text messaging programme.

YOU AND YOUR INFORMATION

To the extent provided for by applicable law, you have certain rights in respect of management of the personal data we hold about you.

ACCESS

We take steps to keep your personal information accurate. R R Paice Co programmes provide access to view or update personal information you provided when you registered either online or by telephone. Check where you registered to learn if you can view or update your information there.

If information access and update are now available, please contact R R Paice & Co to update or remove your personal information.

OTHER RIGHTS

To the extent provided by applicable law, you have the right to request rectification of your personal data, to obtain restriction of the processing of personal data, to object to the processing of personal data (including direct marketing) and data portability. To exercise any of these rights please contact us as described.

CONSENT

Where you have provided consent for processing of your personal data, you may withdraw that consent at any time by contacting us. We will cease processing your personal data as soon as reasonable practicable following our receipt of your withdrawal.

COMPLAINTS

If you consider that we have processed personal data in violation of applicable law, please contact us. If you consider that we have processed personal data in violation of applicable law and failed to remedy such violation to your reasonable satisfaction you may also lodge a complaint with a supervisory authority (eg. the Information Commissioner in the UK).

COOKIES & OTHER TECHNOLOGIES

R R Paice and our third party service parties use a variety of technologies to assess how our sites or mobile applications are used, to personalise your experience and deliver you marketing, including online content tailored to your interests. Some technologies we may use include the following:

Cookies – a cookie is a small file placed on your device when you visit a site that can be understood by the site that issued the cookie. We use the information collected by the cookies to remember who you are to log you in and your preferences to provide you advertisements, offers, or other content tailored to your interests and to assess how our sites are used. You can accept or decline cookies through your browser settings. To learn more, please look at the cookie settings available in your specific web browser(s). Please note, however, that without cookies you may not be able to use all the features of your sites or other websites and online services.

OTHER TECHNOLOGIES

In connection with gathering information through cookies, web beacons and JavaScript, our web servers may log information such as your device type, operating system type, browser type, domain, and other system settings as well as the language your system users and the country and time zone where your device is located. We may also record information such as the address of the website page that referred you to your sites and the IP address of the device you use to connect to our sites. We may log information about your interaction with the sites, such as which pages you visit. To control which web servers collect information by automated means we may place tags on our web pages caused "web beacons" which are small files that link web pages to particular web servers and their cookies. We may also send instructions to your device using the JavaScript or other computer languages to gather the sorts of information described above and other details about your interactions with our sites.

We may use third party web analytics services on our sites, such as those of Google analytics. These service providers help us analyse how visitors use the sites. The information obtained is for this purpose (including your IP address and other information collected by automated means) will be disclosed to or collected directly by these service providers. To opt out contact Google analytics for further information.

The providers of third party plug-ins and widgets on our sites such as embedded videos and social media sharing tools, may also use automated means to collect information regarding your use of the sites and your interactions with plug-ins and widgets. We may also receive information you have made available to those third parties, including the geographic location of your mobile device and other information about you (such as name, email address, gender, locale, time zone, languages, social media profile URL, personal website URL, biographical information, birthday, photo, list of devices, education history, work history, home town interests, current city, political views, favour athlete and teams, relationship status and information, religion, name of significant other, and certain security settings information) and your contacts on those services. This information is subject to the privacy policies or notices of third party providers of the plug-ins and widgets.