

Privacy Notice

Introduction

Inhouse Surveys takes the protection of your privacy very seriously. We will only use your personal information to deliver the services you have requested from us, and to meet our legal responsibilities.

If you have any questions about the information set out in this privacy notice or how we handle personal information, please contact:

Name: Laura Charlesworth

Email: laura@inhousesurveys.co.uk

Telephone: 07939 960 996

What's the purpose of this privacy notice?

This privacy notice sets out information about our use of personal information relating to individuals we have dealings with, including our clients, individuals who use our website and individuals who subscribe to newsletters and updates we produce.

The data we collect and how we collect it

We will need to use your personal information in order that we might properly deliver our services to you. That may include information relating to any of the following:

- your name;
- your address, email address and telephone number(s);
- includes details about payments you make and other details of services you have purchased from us;
- information relating to the manner in which and the devices you use to access our website;
- your preferences in receiving marketing from us and our third parties and your communication preferences; and
- any additional information we require to provide you with our services.

How do we collect information from you?

We obtain information about you when you engage us to deliver a service or services and when you use our website.

This can be collected through a face-to-face meeting, telephone, written correspondence, or electronic communications. We may for example collect information directly from you when you book a survey or provide information via our website or indirectly through third parties such as Google.

How we use your personal data

The law requires that we have a legal basis to use (which may include store) your information. Most commonly, we will use your personal data:

- where we need to perform the contract, we are about to enter into or have entered into with you;
- where it is necessary for our legitimate interests (or those of a third party) and your interests and fundamental rights do not override those interests; We make sure we consider and balance any potential impact on you (both positive and negative) and your rights before we process your information for our legitimate interests. We do not use your information for activities where our interests are overridden by the impact on you (unless we have your consent or are otherwise required or permitted to by law);
- where we need to comply with a legal or regulatory obligation.
- Generally, we do not rely on consent as a legal basis for processing your personal data other than in relation to sending third party direct marketing communications to you via email or text message.

You have the right to withdraw consent to marketing at any time by contacting us.

Purposes for which we will use your personal information

We may use your information to inform you of any of services that we feel may be of interest to you. We will not however share your information with any third party without first getting your express permission to do so.

You can ask us or third parties to stop sending you marketing messages at any time by following the opt-out links on any marketing message sent to you or by contacting us at any time.

We will only use your personal data for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose.

Disclosures of your personal data

We may have to share your information with third parties such as:

- in certain circumstances as required by statute, regulation and professional obligations.

We expect all third parties to respect the security of your information and to treat it in accordance with the law for specified purposes and in accordance with our instructions.

International transfers

We do not as a rule transfer your information outside the European Economic Area (EEA). If, however it is necessary for us to do so we will ensure a similar degree of protection is afforded to it.

Please contact us if you want further information on the specific mechanism used by us when transferring your personal data out of the EEA.

Data security

We have put in place appropriate security measures to prevent your information from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your information to those employees, agents, contractors and other third parties who have a business need to know. They will only process your information on our instructions, and they are subject to a duty of confidentiality.

Data retention

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your information, the purposes for which we process your information and whether we can achieve those purposes through other means, and the applicable legal requirements.

Your rights

Access to your information: You have the right to request a copy of the personal information about you that we hold.

Correcting your information: We want to make sure that your personal information is accurate, complete, and up to date, and you may ask us to correct any personal information about you that you believe does not meet these standards.

Deletion of your information: You have the right to ask us to delete personal information about you where:

- you consider that we no longer require the information for the purposes for which it was obtained
- you have validly objected to our use of your personal information
- our use of your personal information is contrary to law or our other legal obligations

Withdrawing consent to use your information: Where we use your personal information with your consent you may withdraw that consent at any time, and we will stop using your personal information for the purpose(s) for which consent was given.

If you wish to exercise any of the rights set out above, please contact us.

You will not have to pay a fee to access your personal data (or to exercise any of the other rights). However, we may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive. Alternatively, we may refuse to comply with your request in these circumstances.

We try to respond to all legitimate requests within one month. Occasionally it may take us longer than a month if your request is particularly complex or you have made several requests. In this case, we will notify you and keep you updated.

Changes to our privacy notice

We keep this privacy notice under regular review and will place any updates on our website. This privacy notice was last updated in August 2021. There are no prior historical copies of this notice.

Contact Us

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Complaints

We seek to directly resolve all complaints about how we handle your personal information, but you also have the right to lodge a complaint with the Information Commissioner's Office at:

Information Commissioner's Office

Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

T: 0303 123 1113 (local rate) or 01625 545 745

W: <https://ico.org.uk/concerns>