

Bateman Hosegood Ltd - Privacy Notice

General Data Protection Regulation (GDPR)

What this privacy notices covers

Bateman Hosegood Ltd is committed to protecting your personal information. In this notice, references to 'we', 'us' or 'our' mean Bateman Hosegood Ltd. This notice explains how we collect and use the personal information about you.

Who we are

Bateman Hosegood Ltd is a firm of Chartered Rural Surveyors affiliated to The Central Association of Agricultural Valuers ("CAAV").

Bateman Hosegood Ltd operates the website www.batemanhosegood.co.uk (the "website").

Bateman Hosegood Ltd is a data controller under data protection legislation and all contact details are shown at the end of this notice.

Information we gather

We collect your information in the form of your name and contact details and store it on our central database.

Your information is collected from:

- i. application and request forms by post;
- ii. email, post, fax and mail correspondence with Bateman Hosegood Ltd
- iii. contact via phone;
- iv. in-person contacts with members and affiliates;
- v. information we gathered via events; and

We will use your information to:

- i. administer your client file;
- ii. maintain relevant contact, including, but not limited to: sending you information about events and products available ;
- iii. maintain the accuracy of your information and communicate with you for any other reasons;
- iv. share with other regulatory authorities and any other party when sharing of information is required by law.

What is the legal basis of processing your data

The legal basis of processing your data is 'contract' as defined by Article 6 of the General Data Protection Regulations where processing is necessary for the performance of a contract to which the data subject is party.

Who will have access to the information

We do not share your information with any third parties or data processors unless required to do so by law or unless those third parties require access your information for performing the purposes specified above.

We take reasonable organisational and technical measures to protect your information against unauthorised access, modification or misuse. We use services provided reputable security providers and your information is accessed by employees, agents and third party partners on a needs-only basis.

How long will we keep your information

In the absence of any legal requirements, your personal data will be retained for as long as necessary for the purpose of processing listed above. This means your data will be deleted if you withdraw consent to processing or the data is no longer required or inaccurate. We will hold your information for a period which is deemed reasonable.

How to keep us updated with any changes to your information

Please remember to keep us updated on the personal data we hold on you if it is inaccurate or incomplete. All requests to update your personal data must be sent in writing to Bateman Hosegood Ltd and third parties will be informed, where possible/applicable.

Your rights

You have the right to:

- 1) To keep us updated and have the data we hold about you transferred to another agent.
- 2) Request a copy of the personal information we hold about you. We require you to prove your identity with two pieces of approved identification. Please submit your request in writing to contact details shown at the end of this notice. We will respond within one month, of receipt of your written request and confirmed ID. Please provide as much information as possible about the nature of your contact with us to help us locate your records. This request is free of charge unless the request is manifestly unfounded or excessive.
- 3) Have any inaccuracies in your data corrected. If you would like to update the details we hold about you, please contact us on the details set out at the end of this notice.
- 4) Request that we delete your personal data so it is erased from our records.
- 5) Object to certain types of processing such as direct marketing.

Enquiries and Complaints

Please contact us if you have any enquiries arising from this privacy notice. Where possible, please raise all enquires in writing.

If you are unhappy with our work or something that we have done or failed to do, please inform us in writing. We will acknowledge receipt of all complaints and will endeavour to investigate the complaint as soon as reasonably practicable.

All complaints should be sent to:

Kevin Bateman
The Granary
Netherstonhaies Farm
Butterleigh
Cullompton
Devon
EX15 1PG

You may also complain directly to the Information Commissioner's Office if you are concerned with how we are handling your personal information. Their contact details are shown below:

Information Commissioner's Office,
Wycliffe House,
Water Lane,
Wilmslow,
Cheshire,
SK9 5AF
Tel: 0303 123 1113 or 01625 545745

Website: www.ico.gov.uk

Review of Bateman Hosegood Ltd Privacy Notice

This Notice was last reviewed in June 2023. We will notify you about significant changes in the way we treat personal information by sending a notice to the primary email address you have provided to us.