
PRIVACY POLICY

DOBANTI Ltd (trading as DOBANTI CHARTERED SURVEYORS)

Dobanti Chartered Surveyors, hereinafter referred to as Dobanti, is committed to protecting your personal data and this Privacy Policy is designed to ensure that we are fully compliant with the EU General Data Protection Regulation (GDPR) and with the Privacy and Electronic Communications Regulations (PECR).

What information we collect

To enable us to provide you with our services, we need to collect your contact details: your name, email address, phone number(s), your current address, and the address and details of any property you are hoping to purchase or upgrade.

This information is the minimum required to enable us to provide our services to you. We do not seek to collect any data that is deemed to be within the 'special' data category i.e. date of birth, sexual orientation, religious belief, race or ethnic origin, political opinion, trade union membership, physical or mental health, criminal record etc.

How we collect your information

The personal contact details we require are freely provided by persons seeking to engage Dobanti's services. They may be provided in person, over the telephone, by email, letter, or via the contact form on our website.

Occasionally, contact details of a potential client are provided to us via an intermediary. On such an occasion we use those details to contact the potential client to verify that that person genuinely wishes us to make contact before offering our services to them.

What your personal information is used for and the legal basis under which we hold it

Performance of a contract: your personal information is necessary for us to provide our services to you under a contractual obligation and in the preparatory work necessary prior to entering into a contractual obligation with you.

Legitimate interest: we will hold and process your data for our own commercial interests including maintaining statistical records and for internal business reference and analysis.

Consent: we would like to use your personal data (with your consent) for direct marketing purposes. In practice this means that we might, very rarely, advise you by post or email of new services or products that could be of relevance to you. We would never sell or pass on your details to another organisation for marketing purposes.

As Dobanti retains the copyright to the photography and other documentation relating to the provision of our services to you, we may choose to feature images of your property or elements of it on our website accompanied by text. If we do so, neither you nor the property will be identified.

We may also wish to feature more extensive case studies on the Dobanti website in order to illustrate the nature and scope of the services we can provide. If we want to feature our work on your property in such a way, we would only do so with your permission and in an anonymised way.

Cookie Policy

We use cookies on our website (www.dobanti.com) as a tool to collect and analyse anonymous data on how people use our website. This provides us with information such as which parts of our website are popular and which are not, how visitors found our website and whether they return to it. This enables us to improve our website and our information to potential clients and we do not share this data with anyone else, apart from the provider of this service.

We use Google Analytics to provide this service to us by placing first party cookies (which are small text files) on your computerised device when you use our website. Some of these cookies are persistent cookies (stored longer term) and some are session cookies (which expire after you leave the website). These cookies provide us with anonymous information. We have activated IP anonymisation in order that, largely speaking, your IP address is not collected in full by Google.

We do not use any other form of cookies and we do not permit advertising from third parties on our website.

For more information on how Google uses your anonymised data go to <https://support.google.com/analytics/answer/6004245?hl=en> and <https://policies.google.com/technologies/partner-sites?hl=en-GB&gl=uk>

For Google's privacy policy go to <https://policies.google.com/privacy#infocollect>

If you do not want to accept Google Analytics cookies you can disable their use on your device here:- <http://tools.google.com/dlpage/gaoptout>

In addition, you can remove cookies already stored on your device or prevent their future storage by altering the settings on your internet browser. This should not impair your visit to our website but it is likely to disrupt the functionality of some other websites that you visit.

Sharing your personal information

Depending on the particular service you have contracted with Dobanti, it may be necessary for us to share your personal contact details with third parties who may be integral to the provision of that service. These third parties may include but are not limited to the Local Planning Authority, architects, architectural technicians, structural engineers, building companies, building consultants, other surveyors, specialist tradesmen such as electricians or plumbers, utility companies and suppliers.

When you give Dobanti formal instruction, your permission will be sought for us to share your personal contact data, as appropriate, with essential and relevant third parties. No personal data will be shared with any other party unless absolutely necessary for the execution of your contract with Dobanti.

Each third party we may share your personal data with is individually responsible for conforming to the GDPR and Dobanti cannot be held responsible for any data breach caused by any third party.

How we store your personal data

Your personal contact data is stored electronically at our office and in secure cloud storage. Any data held on paper is safely stored at our registered office or shredded if no longer required. Our surveyor may hold your telephone number and/or email address on his mobile phone and your personal contact details may be taken out of the office on a laptop or on paper when our surveyor is working on your project on site or needs to conduct meetings with you or other third parties involved in the provision of our services to you.

Retaining data

We will retain your personal contact data on the basis of legitimate interest, as explained above, but also because you may require us to revisit work we have previously undertaken for you at a much later date, for any number of reasons. In addition, the RICS, by whom Dobanti is regulated, requires that data is retained for at least 9 years.

What we will not do with your personal data

We will not use your personal contact data for our own marketing purposes unless you have specifically agreed to this.

We will not sell or share your personal contact data with another organisation for marketing purposes.

Your rights under GDPR

Under GDPR legislation you have the right to:-

- The right to access the personal data we hold on you
- The right to correct and update the personal data we hold on you
- The right to have your personal data erased
- The right to restrict the processing of your data
- The right to data portability
- The right to withdraw your consent to the processing of your data at any time
- The right to lodge a complaint with the Information Commissioner's Office in the event that any dispute you may have with Dobanti concerning your personal data cannot be resolved to your satisfaction.

If you have any concerns at all about how we are holding and processing your personal contact data, please email Dobanti at office@dobanti.com or call us on 01892 615660. We trust that we would always be able to resolve any reasonable concerns in an amicable fashion.

Changes to our Privacy Policy

We reserve the right to amend the Dobanti Privacy Policy at any time. Any amended Privacy Policy will be available to view on our website at www.dobanti.com or a copy can be supplied on request.