

Privacy Policy

Russet & Sage Ltd

Introduction

Russet & Sage Ltd is committed to protecting your personal data and respecting your privacy. This Privacy Policy explains how we collect, use, store and protect personal information in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

Who we are

Russet & Sage Ltd

Registered office: 12 The Square, Aynho, OX17 3BL

Email: info@russetandsage.com

For the purposes of data protection law, Russet & Sage Ltd is the Data Controller.

What personal data we collect

We may collect and process the following personal data:

- Name
- Email address
- Telephone number
- Postal address
- Property address(es) relating to the instruction
- Information provided through enquiry forms, emails or questionnaires
- Survey reports, site notes and photographs relating to the property

We do not collect special category data unless it is voluntarily provided and necessary for the service.

How we collect personal data

Personal data may be collected when you:

- Submit an enquiry through our website
- Contact us by email or telephone
- Instruct us to provide a service
- Complete a client questionnaire
- Correspond with us during an instruction

How we use your personal data

We use personal data only where it is necessary to:

- Respond to enquiries
- Provide surveying and advisory services
- Prepare reports and related documentation
- Communicate with you about your instruction
- Meet legal, regulatory or professional obligations (including RICS requirements)
- Maintain appropriate business records

We do not use personal data for unsolicited marketing.

Lawful basis for processing

We process personal data under the following lawful bases:

- Contract – where processing is necessary to provide the services you have requested
- Legitimate interests – to operate and manage our professional practice
- Legal obligation – where required to comply with legal or regulatory duties

Sharing your data

We do not sell or trade personal data.

We may share personal data only where necessary, including with:

- Your legal advisers (e.g. conveyancers), where instructed
- Professional advisers (e.g. accountants or insurers)
- Regulators or dispute resolution providers, where required

All third parties are expected to handle data securely and lawfully.

Data storage and security

Personal data is stored securely using appropriate technical and organisational measures.

Access is restricted to authorised persons only. We take reasonable steps to protect personal data against loss, misuse or unauthorised access.

Data retention

We retain personal data only for as long as necessary.

Typically:

- Survey reports and related records are retained for at least six years
- Data may be retained longer where required for professional, insurance or regulatory reasons

Your rights

Under data protection law, you have the right to:

- Access your personal data
- Request correction of inaccurate data
- Request erasure of data (where applicable)
- Restrict or object to processing
- Request data portability

Requests should be made in writing using the contact details above.

Complaints

If you are concerned about how your personal data has been handled, you may contact us directly.

You also have the right to lodge a complaint with the Information Commissioner's Office (ICO):

www.ico.org.uk

Changes to this policy

This Privacy Policy may be updated from time to time. The most recent version will always be available on request.