

Privacy Notice for Tenants

Oxbury Chartered Surveyors has been asked to check your property to identify any issues or faults that need to be repaired.

What information do we have and what are we using it for?

Your personal details (name, address and telephone number) may have been given to us by the Builder or your Landlord, or you may have given them to us yourself. We will only use them if we need to get in touch with you about any problems in your property and any repairs required.

Where are we keeping your personal details and who can see them?

Your personal details will be on a sheet (paper or electronic) that lists any problems with your property and what repairs are required. The only people who will see your personal details are the Surveyors who will visit you. Your details will not be added to any database at Oxbury.

Who do we share your personal details with?

We may share your name, address and telephone number with your Landlord and the Builder or other person who will be carrying out repairs. We will never sell your personal details or share them with anyone else without your permission.

How long do we keep your personal details?

All information is kept for 15 years. So if there is a problem with your property in the future we will have a full record of any problems or repairs that have been carried out. Information is kept in our offices at first and will then be moved to a secure storage company.

What are your rights?

You can ask to see any information we hold about you and to correct or delete any information that is wrong. You can also tell us that you don't want us to use or keep your personal details. However, if you do not allow us to use or keep your personal details we may not be able to help your Landlord or Builder deal with any issues in your property.

If you want to see the personal information we hold about you contact Steph Pain at Oxbury Chartered Surveyors, 14 Central Avenue, St Andrews Business Park, Norwich, NR7 0HR. In most cases we will provide the information within one month. If this is not possible we will let you know the reason and how long the delay will be.

If you think that we have not met the requirements of the GDPR / Data Protection Act 2018 you can complain to the Information Commissioners Office.

Who is the responsible for keeping your personal details safe?

Tim Boucher, one of our Directors has responsibility for protecting personal information that we keep and use. If you have any concerns or queries about how we protect your personal information you can contact him on 01603 707914 or at timboucher@oxbury.co.uk.