

## Privacy Policy

### Introduction

Clifford Rickards Associates Ltd is committed to protecting and respecting your privacy.

The purpose of this privacy policy is to explain how we store and use any personal data about you that we hold, the rights you have over any personal data, and to tell you about the policies and procedures we have in place to respect your privacy and keep to your personal data secure.

This privacy policy applies to you if you use our services over the phone, online, through our website, via email or by interacting with us through our social media.

### About us

Clifford Rickards Associates Limited is a privately owned registered limited company providing Quantity Surveying and Employers Agent services.

### Our contact details

If you have any comments or questions about this Privacy Policy or our data processing practices, please address them to us at [paula.clifford@cr-al.com](mailto:paula.clifford@cr-al.com) or in writing to, Clifford Rickards Associates Ltd, Lemanis House, Stone Street, Lympne, Hythe, Kent CT21 4JN.

### The information we collect about you

We collect and process the following information about you –

1. **Information you provide to us** through letter, email, telephone or otherwise. The information you provide to us may include your name, business details, address, email address, telephone and any other information required. We do not ask you for personal information unless we need it to provide our services to you.
2. Currently, we collect information relevant to your usage of our website through an analytical third party (Statcounter.com). We collect your email address if you contact us through our onsite contact form. Should this change in the future we will amend this policy and advise you accordingly. We may also collect information from other sources such as telephone conversations, email etc.

## How we use your personal information

We use personal information about you for the following purposes –

1. We use your personal information to provide you with information and services that you request from us.
2. We may use your personal information to provide you with information about services that we think will interest you on the basis of our past interactions.
3. We may use your personal information to tell you about changes to our services.
4. To improve the functioning and usability of our website.

The legal basis for processing your personal information in these ways is typically one of the following –

1. You have consented to us using your personal information for this purpose. You can withdraw this consent at any time by emailing us or in writing, addressed to Clifford Rickards Associates Ltd, Lemanis House, Stone street, Lympe, Hythe, Kent CT21 4JN.
2. It is necessary for us to process your personal information to perform a contract with you, or for us to take steps on your instruction prior to entering into a contract with you.
3. It is within our legitimate interests to use your personal information for this purpose to provide and promote our services and to protect our business.
4. It may, on occasion, be necessary for us to process your personal information in order to comply with the law.

## Your personal information

1. We may provide your personal information to our business partners, suppliers and subcontractors who are providing services to us where necessary to provide a service you have requested.
2. We may also share your personal information in order to obtain professional advice relating to a service with offer you, or to comply with a legal obligation or a request from law enforcement or another regulatory body
3. The information we store about you is stored on computer systems based in the UK and cloud-based services for hosting the data but none of this infrastructure is knowingly based outside the European Economic Area (EEA).
4. We will store your personal information for as long as is necessary for the purpose for which it is processed. These periods will vary depending on the nature of the information and your interactions with us.
5. We may use your personal information to market our services to, you have the right to tell us not to use your personal information for marketing purposes. You can do this at any time by emailing us or in writing.
6. UK data protection law also gives you the right to access and correct your personal information we hold, to object to the use of your personal information for certain purposes, and the right to erase,

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restrict or receive a machine readable copy of your personal information. You can do this at any time by emailing or in writing.

7. We will comply within the law in responding to your requests.

## Website Cookies

We use cookies on our website to monitor and improve the visibility and usability of our website.

Cookie	Domain	Description	Duration	Type
__cfduid	.statcounter.com	The cookie is used by cdn services like CloudFare to identify individual clients behind a shared IP address and apply security settings on a per-client basis. It does not correspond to any user ID in the web application and does not store any personally identifiable information.	1 years 30 days	Necessary
is_unique	.statcounter.com	This cookie is set by StatCounter Analytics. The cookie is used to determine whether a user is a first-time or a returning visitor and to estimate the accumulated unique visits per site.		Analytics
sc_is_visit or_unique	.clifford-rickards-associates.co.uk	This cookie is used to store a random ID to avoid counting a visitor more than once.	1 years 20 days 8 hours 59 minutes	Analytics

## Contacting us

If you have any questions about this Privacy Policy or the way we handle your personal information, please contact us at Clifford Rickards Associates Ltd, Lemanis House, Stone Street, Lympne, Hythe, Kent CT21 4JN.