

Privacy Policy

Who we are

At Ballard Property Inventories, we understand and respect your concerns regarding security and the privacy of any information you supply while visiting our web site. That's why we are committed to protecting and respecting the privacy of all users of our websites and any other services we provide.

Our Privacy Policy, which is set out below, explains what information and personal data we may collect from you, as well as how we may use or share any information that we have collected or you have provided to us. When you use and provide information to us via our Services, you are accepting and consenting to our processing of your information in accordance with this Privacy Policy. www.ballardpropertyinventories.co.uk is operated by Ballard Property Inventories; we are the Data Controller for the purposes of the Data Protection Act 1998.

If you have questions about this privacy policy or concerns about personal information you have supplied please contact us on info@ballardpropertyinventories.co.uk.

Information we may collect from you

Information that you provide to us, such as your name, address, email address and telephone number. Financial and credit card information, personal description, details of your household or business, details of any pets you may have and any information about you or your property revealed in photographs and/or video and/or audio recordings of you or your property and any persons or objects therewith which you provide to us, during and/or after the provision of the services in accordance with the terms and conditions and any other information that you choose to provide voluntarily, when you:

- submit a booking enquiry through our website
- make a booking/order through our website
- complete contact or enquiry forms on, or otherwise provide information via, our website
- subscribe to receive any newsletter we may offer from time to time
- send feedback to us via our website
- respond to our marketing communications
- correspond with us by telephone, post or email
- report a problem with any of our Services

When someone visits www.ballardpropertyinventories.co.uk. We use a third party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way which does not identify anyone. We do not make, and do not allow Google to make, any attempt to find out the identities of those visiting our website.

How we may use your data

When you book an Inventory service, your name, property address data, email and contact number will be collected and stored securely. We will use your information to do the following:

- to manage your booking or respond to a booking enquiry and to arrange services
- to carry out our obligations arising from any contracts entered into between you and us
- to provide you with the information, products and services that you request from us
- to communicate with you about any comments, complaints, queries or feedback you might have about us or the Services
- to notify you about any changes to our Terms or our Services, to communicate any information about your booking with you and to send you any account-related information and announcements
- to provide you with information about services we offer that we feel may interest you by post, telephone, SMS or email. We will send that information by SMS or email only if:
 - (i) you have consented to this; or
 - (ii) the information is about products and services similar to those which were the subject of a previous sale or negotiation of a sale to you (and you have not opted out of receiving such marketing messages); or
 - (iii) after opting out (and/or unsubscribing) you continue to use our services

You will not receive this information if you choose to unsubscribe or decline to receive updates by sending a request to info@ballardpropertyinventories.co.uk

How we disclose your data

We do not sell, lease, rent, share or give away your personal details to any company / organisation. Ballard Property Inventories process your data in order to provide the required service.

How We Protect Your Data

We have taken appropriate technical and organisational security measures to protect your personal information from misuse, unauthorised access, unlawful access, disclosure without expressed consent, loss, alteration, damage and destruction. These measures include:

Physical safeguards, with locked doors and filing cabinets, controlled access to our office, secure destruction of media containing your Data and all computers are password protected.

However, please note that no server, network or data transmission over the Internet is 100% secure and we cannot guarantee the security of any information transmitted through our website and make no assurance about our ability to prevent any such loss or misuse. By choosing to share any information with us, you are accepting this risk.

Your rights

The General Data Protection Regulation also grants you the rights: to know about and access the information we hold about you, to request changes to your personal information if it is erroneous or misrepresents you in any way and to request a copy of your personal data, ask that we restrict the processing of your personal data, or to have us completely erase it.

Changes to this Privacy Notice

By submitting your information to us, you consent to the use of that information as set out in this Privacy Policy. If we change our Privacy Policy, we will post the updated policy on this page. **This privacy notice was last updated on 1st March 2019.**