



## **DOT SURVEYING PRIVACY NOTICE (NON-STAFF)**

**Effective date:** June 2026

**Last reviewed:** 18 June 2026

### **1. Who we are**

Dot Surveying is a surveying consultancy providing professional surveying, consultancy and related services.

We are committed to protecting and respecting your personal data.

We are the data controller for personal data collected via this website and through our business dealings.

**Registered address:** Dot Surveying Ltd, 6060 Knights Court, Solihull Parkway, Birmingham Business Park, Solihull, B37 7WY

**Email:** admin@dotsurveying.co.uk

**Telephone:** 0345 340 5456

You can contact our data protection lead via the details above if you have any questions about this notice or how we use your personal data.

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### **2. What this notice covers**

This privacy notice explains how we collect and use personal data relating to:

- Website visitors
- Enquirers and prospective clients
- Clients
- Suppliers, professional advisers and other business contacts

It does **not** cover personal data relating to employees, job applicants or contractors, which is handled under separate privacy notices.

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### **3. What personal data we collect**

We may collect and process the following categories of personal data:

- **Identity and contact details** (e.g. name, business address, email address, telephone number)
- **Enquiry and correspondence data** (e.g. emails, contact form submissions, call records)
- **Client and project information** (e.g. instructions, reports, property-related correspondence where individuals are identifiable)
- **Technical and usage data** (e.g. IP address, browser type, pages visited)

We do not knowingly collect personal data relating to children.

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#### 4. How we collect personal data

We collect personal data when you:

- Contact us via our website, email or telephone
  - Instruct us to provide professional services
  - Engage with us as a supplier or professional contact
  - Visit and browse our website (via cookies and similar technologies)
  - We may also receive personal data indirectly from clients, publicly available sources, professional advisers, or other third parties where this is necessary for the provision of our services
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#### 5. Why we use your personal data and our lawful basis

We only use personal data where UK data protection law allows us to. The main purposes and lawful bases are:

| Purpose                 | Personal data used                   | Lawful basis                                                               |
|-------------------------|--------------------------------------|----------------------------------------------------------------------------|
| Responding to enquiries | Contact details, correspondence data | Legitimate interests (responding to enquiries and managing communications) |

|                                                                                                        |                                                           |                                                                    |
|--------------------------------------------------------------------------------------------------------|-----------------------------------------------------------|--------------------------------------------------------------------|
| Providing surveying and consultancy services                                                           | Identity, contact details, client and project information | Performance of a contract                                          |
| Managing client relationships and records                                                              | Identity, contact details, correspondence                 | Legitimate interests (maintaining business relationships)          |
| Compliance with legal and regulatory obligations (including professional standards and record-keeping) | Relevant client and project data                          | Legal obligation                                                   |
| Website administration, analytics and security                                                         | Technical and usage data                                  | Legitimate interests (ensuring website functionality and security) |
| Marketing to business contacts (where permitted)                                                       | Contact details                                           | Legitimate interests or consent, depending on the circumstances    |

Where we rely on legitimate interests, these include managing our business operations, maintaining client relationships, responding to enquiries and ensuring the security of our systems.

Where personal data is required to enter into or perform a contract, failure to provide this data may prevent us from delivering our services.

## 6. Who we share personal data with

We may share personal data with:

- Professional advisers (e.g. solicitors, accountants)
- IT and systems providers (email, document management, cloud hosting)
- Regulatory bodies or professional organisations where required
- Public authorities where we are legally obliged to do so

All third parties are required to protect personal data appropriately and only process it on our instructions where they act as processors.

We only share personal data where necessary and proportionate for the purpose for which it was collected.

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## 7. International transfers

We do not routinely transfer personal data outside the UK. In some cases, personal data may be processed by third-party service providers located outside the UK (for example, cloud-based systems).

Where any international transfer is required, appropriate safeguards (such as UK adequacy regulations or standard contractual clauses) will be applied.

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## 8. How we keep personal data secure

We protect personal data using appropriate technical and organisational measures, including:

- Access controls and authentication
- Secure IT systems and backups
- Controlled document storage and retention
- Staff awareness of data protection and confidentiality
- Incident and breach management procedures

These controls form part of our quality and information security management systems aligned with ISO 9001 and ISO 27001 principles, supporting consistent and secure delivery of our services.

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## 9. How long we keep personal data

We retain personal data only for as long as necessary for:

- The purpose for which it was collected
- Compliance with legal, regulatory and professional requirements

- Resolving disputes and enforcing agreements

For example, we typically retain client and project records for a defined period in line with contractual and professional requirements

Retention periods are defined in our internal retention schedule and reviewed periodically.

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## 10. Your rights

Under UK data protection law, you have the right to:

- Be informed about how we use your data
- Access a copy of your personal data
- Have inaccurate data corrected
- Request erasure of personal data (in certain circumstances)
- Restrict or object to processing
- Data portability (where applicable)
- Object to direct marketing

Where we rely on consent as a lawful basis, you have the right to withdraw that consent at any time.

To exercise any of these rights, please contact us using the details above.

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## 11. Complaints

If you have concerns about how we handle your personal data, please contact us first using the contact details in section 1. Further details are available in our Complaints Handling Procedure on our website.

If you are not satisfied with our response, you have the right to lodge a complaint with the Information Commissioner's Office (ICO): <https://ico.org.uk>

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## 12. Cookies

Our website uses cookies for functionality and analytics. Further information is available in our separate Cookie Notice on our website.

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## 13. Automated decision-making

We do not carry out automated decision-making or profiling using personal data.

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## 14. Changes to this privacy notice

We may update this notice from time to time. The latest version will always be available on our website.

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**CATHERINE MCKERRIGAN**

**Managing Director**