

## Privacy Policy

Please read the policy carefully as it applies to the products and services we provide you, our apps and our websites. It applies to our consumer and business customers.

It also applies even if you're not one of our customers and you interact with us, such as by: -

- using one of our products or services – paid for by someone else
- calling our helpdesk
- generally enquiring about our services

If you need to give us personal information about someone else in relation to our products and services, the privacy policy will also apply. If we need the permission of the other person to use that information, we'll ask you to check they are happy for us to do so.

### What's not included

This policy doesn't apply to information about our employees. It also doesn't cover other companies or organisations (which advertise our products and services and use **cookies, tags** and other technology) collecting and using your personal information to offer relevant online advertisements to you.

### What information we keep

The information we will collect, or hold is as follows: -

- Customer Contact Details - We keep records of customer names, email and postal addresses, and phone numbers. We need these to be able to contact customers about their orders.
- Customer Activity Details – We keep records of what pages on our website customers have accessed, as well as what products they order, to allow us to improve our products, and for diagnostic purposes (so we can investigate any problems encountered by customers).
- Website Visitor Activity Details - We keep records of what pages on our website are accessed by people who are not logged in, so that we can measure general interest in our products, and for diagnostic purposes
- Landlords, Sellers, Tenants and Homebuyers – We provide services that require information on landlords, sellers, tenants and homebuyers, we keep records of the names, addresses, email and phone numbers.

- General – we keep (1) details about the products and services customers use or order from us (2) the address or plot address of the property (3) a list of all the cases that customers have ordered (4) all searches, certificates, assessments or other property search reports (5) a list of any invoices whether outstanding or not (5) any communications with us, such as calls, emails and webchats and (6) information about your computer and about your visits to and use of our website (including your IP address, geographical location, browser type and version, operating system, referral source, length of visit, page views, website navigation and other details

## How do we use your information?

We will use your personal information for the following: -

- to provide customers with products and services ordered
- to give customers regular updates
- to make any appointments with third party data holders such as the local authorities, environmental agencies etc.
- send reminders of any expiring reports
- send newsletters or any industry updates
- send any marketing material
- update customers on when we'll deliver your products and services
- let customers create and log in to the online accounts we run
- provide any previous reports ordered

## Accessing & updating how we use your information

We want to make sure that any personal information we hold about you is up to date. So, if you think your personal information is inaccurate, you can ask us to correct or remove it at no charge to you. Please contact our Customer Services team on the numbers below to do this.

Under the Data Protection Act 1998, you have a right to know what personal information we hold about you. If you'd like a copy of the information you are entitled to please write to Assessment Hive Limited, clearly identifying yourself and the information you require. We will ask you to provide identification to ensure we do not disclose your information to the wrong people.

You can always tell us that you do not wish to receive direct marketing communications from Assessment Hive Limited. But remember, if you do not want us to get in touch, you may miss out on valuable and exciting offers.

## How long it's kept

For the information that's required to provide our products to you, we generally hold records indefinitely. This is because we need to be able to investigate warranty claims, and to provide copies of old searches for our customers. Our products are involved in conveyancing transactions, and the requirement for re-examination of an order may arise only at the time a property is re-sold. As a result,

it's common to require access to our records many years after the products were ordered, and so our policy is to retain this data indefinitely.

## Who we share information with?

Some of our products are provided by third parties – for example, energy assessors in areas that we do not cover.

We provide these companies with the details required to complete these orders, and any reference numbers you've provided so that they appear properly on the documents returned. We don't provide more information than is required to complete your order, and we don't share marketing information with these companies.

## Protecting your information

We have strict security measures to protect your personal information. We check your identity when you get in touch with us, and we follow our security procedures and apply suitable technical measures, such as encryption, to protect your information.

## How to get in touch

Assessment Hive Limited  
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192 Lancaster Road  
Enfield  
EN2 0JH  
Tel: 020 3745 1093  
Email: [info@assessmenthive.co.uk](mailto:info@assessmenthive.co.uk)  
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