



Data Protection Statement

CORELAIN

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1. Our Commitment

Corelain Ltd is a RICS-regulated surveying and ESG consultancy committed to the highest standards of integrity, professionalism, and responsibility in protecting personal and confidential information.

We comply fully with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, and the RICS Rules of Conduct (2021), which require firms to act with honesty, transparency, and due care in all dealings with clients, employees, and third parties.

2. Purpose of this Statement

This statement explains how Corelain collects, uses, stores, and protects personal data in the course of delivering professional services and operating our business.

It applies to all individuals whose personal data we process, including clients, suppliers, employees, and website visitors.

3. Lawful Bases for Processing

We process personal data under one or more of the following lawful bases:

- Contractual necessity – to deliver our professional services or manage employment relationships.
- Legal obligation – to meet regulatory or statutory requirements (e.g., RICS, HMRC).
- Legitimate interests – to operate efficiently, maintain quality, and develop our services.
- Consent – where an individual has provided explicit permission, which may be withdrawn at any time.

4. Types of Information We Process

Corelain may collect and process information such as:

- Contact and identity details (name, address, email, telephone number).
- Business and property information for professional instructions.
- Financial and transactional data for invoicing and compliance.
- HR-related information for recruitment, employment, and training.
- We will always collect the minimum data necessary and retain it only as long as required for its lawful purpose.

5. Confidentiality and Security

All data is stored securely and protected from unauthorised access, alteration, or loss.

We implement proportionate technical and organisational measures, and we ensure that our employees, contractors, and partners understand and comply with Corelain's internal Data Protection and Information Security Policies.



Information will only be shared with third parties where required by law or where necessary for the delivery of contracted services, subject to appropriate confidentiality safeguards.

6. Data Subject Rights

You have the right to:

- Be informed about how we use your data.
- Access the personal data we hold about you.
- Request correction or deletion of inaccurate information.
- Restrict or object to specific processing activities.
- Request data portability, where applicable.
- Requests should be directed to our Data Protection Lead using the contact details below.

7. Data Breaches and Accountability

Corelain maintains procedures to identify, investigate, and report personal-data breaches in accordance with legal requirements.

Where a breach poses a risk to individuals, we will notify the Information Commissioner's Office (ICO) within 72 hours and inform affected individuals without undue delay.

8. Contact and Oversight

Data Protection Lead: Giles Robertson

Email: dataprotection@corelain.com

If you are dissatisfied with our response to a data-protection matter, you may raise the issue directly with the ICO at www.ico.org.uk.

9. Review and Updates

This statement is reviewed annually or when material changes occur in data-protection law or RICS regulatory guidance.

Last reviewed: October 2025.