



## **Privacy Notice**

This privacy policy sets out how Cornerstone Surveyors uses and protects any information that you give us when you use this website.

Cornerstone Surveyors is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy statement.

Cornerstone Surveyors may change this policy by updating this page. You should check this page from time to time to ensure that you are happy with any changes. This policy is effective from 1st January 2024.

## **What we collect**

We may collect the following information:

- Full name (along with additional parties)
- Full correspondence address
- Company name (*if applicable*)
- Contact information including email address, mobile/ landline number etc
- Demographic information such as postcode, preferences and interests
- Other information relevant to customer surveys and/or offers

## **What we do with the information we gather**

We require this information to understand your needs and provide you with a better quality service. This includes, but is not limited to the following:

- Providing a tailored service to you and your needs
- Internal record keeping for compliance purposes
- Regularly improve our products and services
- Distribution of marketing emails regarding new products, special offers or other information which we think you may find beneficial
- To occasionally contact you for market research purposes by email, phone, or mail and use the information to customise the website according to your interests
- Contacting parties which have displayed an interest in our services, to ensure they have adequate and relevant information

## **Security**

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

## **Cookies**

Our website uses cookies, which are tiny files that are downloaded to your computer to improve your experience. The following sections describe what information they gather, how we use it and why we sometimes need to store these cookies. We will also share how you can prevent these cookies from being stored.

### **What is a cookie?**

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

### **How we use cookies**

We use cookies for a variety of reasons detailed below:

Type of cookie	Purpose
Strictly necessary cookies	Required for the operation of our website.
Analytical/ performance cookies	Allow us to recognise you and count the number of visitors and how they move around our website when they are using it. This helps us to improve the way our website works.
Functionality cookies	Used to recognise you when you return to our website and for example, remember your preferences.
Targeting cookies	Record your visit, the pages you visited and links you followed.

### **The cookies we set**

Overall, cookies help us provide you with a better service by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us based on your preferences.

This website offers email subscription services, and cookies may be used to remember if you have already registered with us and whether to show certain notifications which might be valid to subscribed users.

When you submit data through a form such as those found on our enquiry/ contact pages, cookies may be set to remember your user details for future correspondence.

### **Third party cookies**

We also use cookies provided by trusted third parties. The following section details which third party cookies you might encounter through this site.

### **Google**

We use Google Analytics to monitor visitors to our website so that we can continue to produce engaging content. We also use Google Adwords / double-click cookies which allows Google to monitor and measure the success of promotional adverts we run on Google.

### **Disabling cookies**

You can choose to accept or decline cookies using the cookie pop-up notice, which appears when you first enter our site. You can also prevent the setting of cookies by adjusting the settings on your browser (*see your browser 'Help' for how to do this*). Please be aware, that disabling cookies may also disable certain functionality and features of the website.

### **Links to other websites**

Our website may contain links to other websites of similar interest. However, once you have used these links to leave our website, you should note that we do not have any control over these additional websites. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites, as these are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the additional websites in question.

### **Children**

This website is not intended for use by children. We understand the importance of protecting children's information, especially in an online environment and we do not knowingly collect or maintain information about children.

### **To stop receiving our marketing materials**

You may unsubscribe from our marketing communications by clicking on the 'unsubscribe' link located on the bottom of our emails or by writing to us at the address below or emailing [admin@cornerstonesurveyors.co.uk](mailto:admin@cornerstonesurveyors.co.uk)

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so. We may use your personal information to send you promotional information about third parties which we think you may find interesting.

You may request details of personal information which we hold about you under the Data Protection Act 1998 by emailing [admin@cornerstonesurveyors.co.uk](mailto:admin@cornerstonesurveyors.co.uk)

If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible, at the above addresses. We will promptly correct any information found to be incorrect. We can also be reached at [admin@cornerstonesurveyors.co.uk](mailto:admin@cornerstonesurveyors.co.uk)

**Personal data**

We will process your personal data in accordance with the law for the purpose of providing these and future services to you. The nature of the data we process is your name, address, telephone number, email address and property information.