

Data Protection

Policy Owner:
Paul Richardson, Director
of Risk and Governance

Data Protection: Policy Statement

e.surv Chartered Surveyors is one of the largest providers of residential valuation services, employing over 1000 staff throughout the UK. We work with lenders, estate agents and private customers.

e.surv relies on the information provided by consumers and lending institutions in the delivery of residential mortgage valuations. The safeguarding, security, storage and transmission of this personally identifiable information is essential to ensure the right people have the right access, to the right information, at the right time. As a respected, trusted and regulated business we have a responsibility to operate legally and ethically. The loss or disclosure of data could lead to prosecution, serious harm to our reputation, and see a lack of confidence in our ability to handle information and sustain services.

For our clients, direct consumers and employees, our business' policy is to comply with the seven privacy principles of the General Data Protection Regulation (GDPR) and therefore we operate procedures in accordance with these seven principles in how we manage personal data:

- Lawfulness, fairness and transparency
- Purpose limitation
- Data minimisation
- Accuracy
- Storage limitation
- Integrity and confidentiality
- Accountability

It is the responsibility of every member of the organisation to follow these principles at all times and adhere to the e.surv Data Protection Policy.

e.surv is registered with the Information Commissioner as both a data controller and data processor of personal information and must comply with the provisions under The Data Protection Act 2018. The business has appointed its Head of Compliance and DPO, Shane Ross, as its Data Protection Officer, whose role it is to inform and advise the business and its employees of their obligations under The Data Protection Act 2018, monitor compliance with this regulation, provide advice where required relating to data privacy impact assessments and to co-operate with the Supervisory Authority.

Paul Richardson

Director Risk and Governance

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