

Information Security

Policy Owner:
Paul Richardson, Director
of Risk and Governance

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Information Security: Policy Statement

e.surv Chartered Surveyors is one of the largest providers of residential valuation services, employing circa 1000 colleagues. We work with lenders, intermediaries, social housing entities, estate agents and private customers.

e.surv relies on the information provisioned by clients 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.

Ultimate responsibility for Information Security is assigned to e.surv's Senior Management Team (SMT). All employees have a responsibility to embed Information Security into their working practice.

e.surv is committed to effective Information Security with robust systems and processes in place to define the way we manage, control and continuously improve. It is the responsibility of every member of the organisation to become familiar with our systems and processes and comply with the policies and procedures defined within them. e.surv takes this requirement very seriously – failure to comply with our policies and procedures could lead to loss of confidence with our clients, people, customers and partners.

We will review the effectiveness and compliance our systems and processes to find new ways to continuously improve how we manage Information Security and mitigate risk.

Paul Richardson
Risk and Governance Director,
e.surv Chartered Surveyors
07 October 2024