

Privacy Policy

Last updated: August 2025

We respect your privacy and are committed to protecting your personal information. This policy explains how we collect, use, and store your data when you use our services.

1. Who We Are

ProCheck Damp & Timber (“we”, “our”, “us”) is an independent surveying company based in Hertfordshire.

We act as the “Data Controller” for the purposes of data protection law.

2. The Information We Collect

When you contact us, book a survey, or use our website, we may collect:

- Your name and contact details (address, email, phone number)
- Property address for the survey
- Payment details (processed securely via our payment provider — we do not store card details)
- Any information you choose to give us about your property or concerns

We may also collect basic technical information if you visit our website (e.g., IP address, browser type).

3. How We Use Your Information

We only use your personal information to:

- Arrange and carry out surveys
- Produce and send your survey report
- Handle invoicing and payments
- Respond to your enquiries and requests
- Comply with legal obligations (e.g., tax records)

We will never sell or share your data with third parties for marketing purposes.

4. Sharing Your Information

We may share your data with trusted third parties where necessary to deliver our service, such as:

- Payment processors
- IT service providers (for secure report storage and email delivery)
- Professional advisers (e.g., accountants)

All third parties we use must comply with data protection laws and keep your information secure.

5. How Long We Keep Your Data

We keep survey records and reports for 6 years to comply with legal and insurance requirements.

After this period, your data will be securely deleted.

6. Your Rights

You have the right to:

- Access the personal data we hold about you
- Ask us to correct or update your information
- Request deletion of your data (where legally possible)
- Object to how we process your data
- Request a copy of your data in a portable format

To exercise your rights, please contact us using the details below.

7. Keeping Your Data Safe

We store your information securely and take steps to protect it from loss, misuse, or unauthorised access.

Electronic files are password-protected and stored on secure, backed-up systems.

8. Contact Us

If you have any questions about this policy or how we use your information, you can contact us at:

ProCheck Damp & Timber

Email: Surveys@ProCheckDampTimber.com

Phone: 01462 630171

Address: 7-9 Church Street, Baldock, Herts, SG7 5AE

You also have the right to complain to the Information Commissioner's Office (ICO) if you believe your data has been mishandled: www.ico.org.uk