

KCIS PRIVACY POLICY

Who We Are....

At KCIS, we are committed to maintaining the trust and confidence of our customers. When it comes to your data, KCIS is committed to transparency and choice. In this Privacy Policy you will find information on how we treat data that we collect from customers over the phone and by email and visitors to our website. You can contact us at info@kcis.co.uk or by calling us on 07957 582124

What Does This Policy Cover....

This Privacy Policy applies to the use of Our Site and Our Services. Our Site may contain links to other websites. Please note that we have no control over how your data is collected, stored or used by other websites and we advise you to check the privacy policies of any such websites before providing any data to them.

Your Rights...

As a data subject, you have the following rights under the GDPR, which this Policy and our use of personal data has been designed to uphold:

- The right to be informed about our collection and use of your personal data
- The right of access to the personal data we hold about you
- The right to rectification if any personal data we hold about you is incorrect
- The right to ask us to delete any personal data we hold about you
- The right to restrict the processing of your personal data
- The right to data portability (obtaining a copy to re-use with another organisation)
- The right to object to us using your personal data for particular purposes
- Rights with respect to automated decision making and profiling

Information We Collect...

We may collect the following information from different places including:

- Directly from you
- A 3rd party acting on your behalf eg. Letting Agent or Landlord
- From publicly available sources
- When we generate it Ourselves
- From other GDPR compliant organisations

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And this information includes:

- Name and job title
- Contact information including email address and telephone numbers
- Demographic information such as postcode, preferences and interests

How We Use Your Data...

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:

- Internal record keeping
- We may use the information to improve our products and services
- To carry out the service provided
- To provide completed reports
- To bill for the service provided
- To comply with any legal requests in cases of dispute
- Replying to emails from you
- Providing and managing your Account

All personal data is processed and stored securely for no longer than is necessary in light of the reasons for which it was first collected. We will comply with our obligations and safeguard your rights under GDPR at all times

Our use of your personal data will always have a lawful basis, either because it is necessary for our performance of a contract with you, or because you have consented directly to our use of your personal data or through a 3rd party. If you provide information for another person you will need to tell them how to find our Privacy Notice and ensure they agree to us using their information for the purposes set out in it

Please be assured that we do not share your personal details with any other company without your consent.

How We Disclose Your Data...

We do not sell, lease, rent, share or give away your personal details to any company/organisation. Our employees/sub contractors process your data in order to provide the required service from us. We do not send out any promotional emails. However, as part of the booking process, we can share your information with Landlords, tenants, deposit schemes and 3rd parties with legitimate needs, eg. Courts in case of disputes.

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How We Protect Your Data...

We have taken appropriate technical and organisational security measures to protect your personal information from misuse, unauthorised access, unlawful access, disclosure without expressed consent, loss, alteration, damage and destruction. These measures include:

Physical Safeguards with locked doors and filing cabinets

Technology Safeguards, our computers are password protected, all our websites are SSL compliant

Organisational Safeguards, like training and awareness programs on security and privacy, to make sure employees understand the importance and means by which they must protect your Data

Storage of your data, the information we collect from you may be stored on servers in the UK and the USA

Retention Period Of Your Data

We normally store your personal data up to 10 years from the date of booking. This enables us to serve you better with enquiries to locate older reports and images archived securely within our servers. We also retain and use your data as necessary to comply with our legal obligations, resolve disputes and enforce our agreements.

Changes To This Privacy Policy

We keep our privacy notice under regular review and this was last updated on 18th May 2018