

# Gable Surveyors Privacy Statement

## **What are you doing with my data?**

We collect and use your data to offer you the best service we can deliver. This can include:

- Data collected when you access our Web sites or Apps to improve your user experience and help us to offer you a good service
- Data to enable us to market our services to you

## **Can I delete my data?**

Of course! You can also tell us to stop email marketing our services to you.

## **Do you share my data with other organisations?**

We only share your data with other organisations where it is needed to deliver the service. For example:

- Payment processing companies
- Any government authorities that have a right to request data, when we must comply with the law.
- We do not sell your data to other organisations.
- Our network and security partners to monitor enquiries and spam levels.

## **How can I see what information you have about me?**

You can write to us at:

3 Park Farm Barns  
Lower Harlestone  
Rugby Road  
NN7 4JT

# Gable Surveyors Privacy Summary

**This Statement is effective as of October 2020.**

Your privacy is important to Gable Surveyors. This Statement covers the information practices for Gable Surveyors web sites:

- what type of information about our Web sites' users is gathered and tracked;
- how the information is used, shared or otherwise processed offline;
- how cookies and other technologies may be used.

This Statement applies to Gable Surveyors Web sites that link to this Statement but do not apply to those Web sites that have their own Privacy Statement. Additionally, it does not apply to instances where we process data on behalf of clients for their benefit, such as when we act as an agent for an insurance company. From time to time, we may supplement this Statement with additional information relating to a particular interaction we have with you.

## **Collection of Personal Information**

You may choose to give us personal information directly in a variety of situations. For example:

- You may want to provide us with your name and contact information to communicate with you:
  - to order a product,
  - to process an order,
  - to register for a service,
  - to provide you with a subscription,
  - to do business with us if you are a supplier or a business partner.
- You may also provide your credit card details to buy something from us.
- You may share a description of your education and work experience in connection with a job opening at Gable Surveyors, for which you may wish to be considered.

If you tell us that you do not want us to use your information to make further contact with you beyond fulfilling your request, we will respect your wishes. We may also collect information relating to your use of our Web sites and Apps through the use of various technologies. For example, when you visit our Web sites, we may log certain information such as your IP address, browser type and language, access time, and referring Web site addresses. We may collect information about the pages you view within our sites and other actions you take while visiting us. We may also use technologies to determine whether you have opened an email or clicked on a link contained in an email. Collecting information in this manner allows us to collect statistics about the usage and effectiveness of our Web sites and Apps, personalise your experience and tailor our interactions with you. For details regarding the technologies we employ, see Cookies and Other Technologies below. The information that we collect, either directly or indirectly, may be combined to help us improve its

overall accuracy and completeness and to help us better tailor our interactions with you.

### **Use of Personal Information**

If you request something from Gable Surveyors, for example, a product or service, a callback, or specific marketing materials, we will use the information you provide to fulfil your request. To help us do this, we may share information with others, for instance, Gable Surveyors' business partners, financial institutions, shipping companies, or postal or government authorities, such as Customs authorities, involved in fulfilment. In connection with a transaction, we may also contact you as part of our customer satisfaction surveys or for market research purposes.

### **Personalising your Experience on our Web Sites**

We may use the information we collect about you to provide you with a personalised experience on our Web sites, such as providing you with content in which you may be interested and making navigation on our sites easier.

### **Marketing**

The information you provide to Gable Surveyors, as well as the information we have collected about you indirectly, may be used by Gable Surveyors for marketing purposes. We will ask you to choose whether or not to have your information used in this way. You may at any time choose not to receive marketing materials from us by following the unsubscribe instructions included in each email you receive, or by contacting us directly. Some of our offerings may be co-branded, that is sponsored by Gable Surveyors and third parties. If you sign up for these offerings, be aware that your information may also be collected by and shared with those third parties. We encourage you to familiarise yourself with their privacy policies to gain an understanding of the manner in which they will handle information about you.

### **Recruitment**

In connection with a job application or inquiry, whether advertised on a Gable Surveyors Web site or otherwise, you may provide us with information about yourself, such as a resume. We may use this information throughout Gable Surveyors to address your inquiry or consider you for employment purposes. Unless you tell us not to do so, we may keep the information for future consideration.

### **Monitoring or Recording of Calls, Chats and Other Interactions**

Certain online transactions may involve you calling us or us calling you.

### **Mobile Applications and Use of Information in the Social Computing Environment**

From time to time Gable Surveyors makes mobile applications available to download from various mobile application marketplaces. Gable Surveyors also provides social computing tools on some of its Web sites to enable online sharing and collaboration among members who have registered to use them. These can include forums, wikis, blogs and other social media platforms. When using these applications or social computing tools, you may be asked to provide certain personal information. Registration information will be protected in accordance with this Privacy Statement, except for the information that is automatically made available to other participants as part of your profile. These applications and tools may also include supplemental

privacy statements with specific information about collection and handling practices. Read those additional statements to understand what the tools and applications may do. Information gathered through the use of social media platforms provided by third parties is not covered by this policy and is subject to the privacy statements and policies of the third-party provider (for example Facebook, Twitter, LinkedIn, Pinterest, Instagram). Please refer to their specific privacy statements and tools for managing access to your information. Any other content you post, such as pictures, information, opinions, or any other type of personal information that you make available to other participants on these social platforms or applications, is not subject to this Privacy Statement. Instead, such content is subject to the Terms of Use of those applications or platforms, and any additional guidelines and privacy information provided in relation to their use, as well as the process by which you can remove your content from such tools or get help to do so. Please refer to them to better understand yours, Gable Surveyors', and other parties' rights and obligations with regard to such content. You should be aware that the content you post on any such social computing platforms may be made broadly available to others inside and outside Gable Surveyors.

### **Protect the Rights and Property of Gable Surveyors and Others**

We may also use or share your information to protect the rights or property of Gable Surveyors, our business partners, suppliers, clients, or others when we have reasonable grounds to believe that such rights or property have been or could be affected. In addition, we reserve the right to disclose your personal information as required by law and when we believe that disclosure is necessary to protect our rights, or the rights of others, or to comply with a judicial proceeding, court order, or legal process served on our Web sites.

### **Information for Business Partners**

If you represent a Gable Surveyors business partner, you may visit Gable Surveyors Web sites intended specifically for Gable Surveyors business partners. We may use the information provided on that site to administer and develop our business relationship with you, the business partner you represent, and Gable Surveyors business partners generally. For instance, this may involve using your information to send you details of Gable Surveyors services for business partners. It may also include sharing certain information with other business partners (subject to any confidentiality obligations that may exist), or Gable Surveyors customers. In connection with a particular transaction or service, we may also contact you as part of customer satisfaction surveys or for market research purposes.

### **Information for Suppliers**

If you represent a Gable Surveyors supplier, you may visit Gable Surveyors Web sites intended specifically for use by Gable Surveyors suppliers. We may use the information provided on that site in connection with entering into or performing a transaction with you. For example, this may include sharing information with other parts of Gable Surveyors, Gable Surveyors' business partners, customers, shipping companies, financial institutions and postal or government authorities involved in fulfillment. It may also be used to administer and develop our relationship with you, the supplier you represent, and other Gable Surveyors suppliers generally. Sharing of Personal Information and International Transfers Gable Surveyors supply services internationally. As such, we may share information about you within Gable Surveyors and transfer it to countries in the world where we do business in connection with the

uses identified above and in accordance with this Privacy Statement. Our Privacy Statement and our practices are designed to provide a globally consistent level of protection for personal information all over the world. This means that even in countries whose laws provide for less protection for your information, Gable Surveyors will still handle your information in the manner described here. In some cases, Gable Surveyors may use suppliers located in various countries to collect, use, analyse, and otherwise process the information on its behalf. It is Gable Surveyors' practice to require such suppliers to handle information in a manner consistent with Gable Surveyors' policies. From time to time, we may disclose information that identifies you at an individual level and which we collected on our Web sites to other non-Gable Surveyors entities that are not acting as our suppliers, such as our business partners. Except as described in this Privacy Statement, we will only do so with your prior consent. We do not sell or lease such information, however. Circumstances may arise where Gable Surveyors decides to sell, buy, merge or otherwise reorganise businesses. Such a transaction may involve the disclosure of personal information to prospective or actual purchasers, or the receipt of such information from sellers. It is Gable Surveyors' practice to seek appropriate protection for information in these types of transactions. When transferring your information outside of the country of collection for the purposes identified above, Gable Surveyors complies with applicable law. For data originating from a European Union member state, Gable Surveyors uses a variety of data transfer mechanisms (including standard contractual clauses) for this purpose. Please be aware that in certain circumstances, personal information may be subject to disclosure to government agencies according to judicial proceeding, court order, or legal process. We may also share your information to protect the rights or property of Gable Surveyors, our business partners, suppliers or clients, and others when we have reasonable grounds to believe that such rights or property have been or could be affected.

### **Information Security and Accuracy**

We intend to protect your personal information and to maintain its accuracy. Gable Surveyors implements reasonable physical, administrative and technical safeguards to help us protect your personal information from unauthorised access, use and disclosure. For example, we encrypt certain sensitive personal information such as credit card information when we transmit such information over the Internet. We also require that our suppliers protect such information from unauthorised access, use and disclosure.

### **Retention**

We will retain your registration information for as long as your account is active or as needed to provide you services. If you wish to request that we no longer use your registration information to provide you services, contact us at: [enquiries@gablesurveyors.co.uk](mailto:enquiries@gablesurveyors.co.uk). We will retain and use your registration information as necessary to comply with our legal obligations, resolve disputes, and enforce our agreements.

### **Cookies and Other Technologies**

We collect information from your visits to our Web sites and Apps to help us gather statistics about usage and effectiveness, personalise your experience, and tailor our interactions with you. We do so through the use of various technologies, including scripts, tags, Local Shared Objects (flash cookies), Local Storage (HTML5) beacons,

and “cookies”. A cookie is a piece of data that a Web site can send to your browser, which may then be stored on your computer as a tag that identifies your computer. Cookies are often used to measure Web site usage (such as the number of visitors and duration of visit) and effectiveness (such as topics visitors are most interested in) and to allow for ease of navigation or use. As such, they are not associated with any personal information. They are also used at times to personalise a known visitor’s experience to a Web site by being associated with profile information or user preferences. Over time this information provides valuable insight to help improve the user experience. Cookies are typically categorised as “session” cookies or “persistent” cookies. Session cookies help you navigate through the Web site efficiently, keeping track of your progression from page to page so that you are not asked for information you have already provided during the current visit. Session cookies are stored in temporary memory and erased when the web browser is closed. Persistent cookies store user preferences for current and successive visits. They are written on your device’s hard disk and are still valid when you restart your browser. You can usually set your privacy preferences regarding cookies and similar technologies through your web browser. Look under “Tools” (or similar heading) in your browser for information about controlling cookies. You can set your browser in most instances to notify you before you receive a cookie, giving you the chance to decide whether to accept it or not. You can also usually set your browser to turn off cookies. If you block, turn off or otherwise reject our cookies, some Web pages may not display or function properly. Some Gable Surveyors Web sites and Apps may also use Web beacon or other technologies to tailor those sites to provide a better customer experience. These technologies may be in use on a number of pages across Gable Surveyors’ Web sites. When a visitor accesses these pages, a non-identifiable notice of that visit is generated which may be processed by our suppliers or by us. These Web beacons usually work in conjunction with cookies. If you don’t want your cookie information to be associated with your visits to these pages or use of these products, you can set your browser to turn off cookies. If you turn off cookies, Web beacon and other technologies will still detect visits to these pages; however, they will not be associated with information otherwise stored in cookies. We use Local Shared Objects, such as Flash cookies, and Local Storage, such as HTML5, to store content information and preferences. Third parties with whom we partner to provide certain features on our web site or to display Gable Surveyors advertising on others’ web sites based upon your web browsing activity also use Flash cookies or HTML5 to collect and store information. Various browsers may offer their own management tools for removing HTML5. To manage Flash cookies, please visit:

[http://www.macromedia.com/support/documentation/en/flashplayer/help/settings\\_manager07.html](http://www.macromedia.com/support/documentation/en/flashplayer/help/settings_manager07.html) We may also include Web beacons in marketing email messages or our newsletters in order to determine whether messages have been opened and links contained within clicked on. Some of our business partners set Web beacons and cookies on our site. In addition, third-party social media buttons may log certain information such as your IP address, browser type and language, access time, and referring Web site addresses, and, if you are logged in to those social media sites, they may also link such collected information with your profile information on that site. We do not control these third-party tracking technologies.

## **Online Advertising**

Gable Surveyors does not deliver third party online advertisements on our Web sites. We may advertise our products and services on other Web sites. Please familiarise yourself with those Web sites privacy policies to understand their practices relating to advertising, including what type of information they may collect about your Internet usage. We may engage third parties to manage some of our advertising on other sites. These third parties may use cookies and Web beacons to collect information (such as your IP address) about your activities on Gable Surveyors' and others' Web sites to provide you targeted Gable Surveyors advertisements based upon your interests. Links to Non-Gable Surveyors Web Sites and Third Party Applications We may provide links or embed third-party applications that allow you to log in, post content or join communities from our Web sites (for example Facebook or Twitter). We may also provide you with general links to non-Gable Surveyors Web sites. Your use of these links and applications is subject to the third parties' privacy policies, and you should become familiar with the third-party sites' privacy policies before using the links or applications. Gable Surveyors is not responsible for the privacy practices or the content of those other Web sites.

## **Privacy Questions and Access**

If you have a question about this Privacy Statement or Gable Surveyors' handling of your information, you can send an email to the Gable Surveyors Data Protection Officer at [enquiries@gablesurveyors.co.uk](mailto:enquiries@gablesurveyors.co.uk)

You can also contact us at:

The Data Protection Officer  
3 Park Farm Barns  
Lower Harlestone  
Rugby Road  
NN7 4JT

If you wish to obtain a copy of particular information you provided to Gable Surveyors, or if you become aware the information is incorrect, and you would like us to correct it, contact us. Before Gable Surveyors is able to provide you with any information or correct any inaccuracies, however, we may ask you to verify your identity and to provide other details to help us to respond to your request. If you believe that we are making improper use of your data, as well as contacting us, you also have the right to complain to the Information Commissioners Office in the UK. Details can be found at <https://ico.org.uk>