



## Privacy Policy

I9c Ltd is a limited company registered in England and Wales with registration number 08812942, which is regulated by RICS with firm regulation number 783932.

### Contact

I9c Ltd  
The Engine Room, 18 Power Station  
London  
SW11 8BZ  
+44 (0)207 738 1919  
bookings@I9c.co.uk  
I9c.co.uk

### On What Basis Do You Collect And Store My Personal Information?

The law on data protection sets out a number of different reasons for which a company may collect and process personal information:

#### Contractual

We process your personal information in order to provide you with surveying services. In this case, the performance of a contract is simple, you ask us to perform a valuation or survey, which requires you giving us your personal information, such as name, address, phone number, etc... We would be unable to provide you with this service without this information.

#### Legitimate Interest

We will process your personal information under this condition where our interest in using it is not outweighed by your privacy rights or interests. This means that we can use your personal information only in ways you would reasonably expect and which have a minimal impact on your privacy, or where there is a compelling justification for the processing. When it comes to staying in touch, we rely on legitimate interests because we only contact existing customers or people who have contacted us directly who are expecting us to contact them. Each communication provides an easy to use opt-out.

#### Legal Compliance

We may need to process your data in order to fulfil our legal obligations as a RICS regulated business and co-operate with law enforcement, legal proceedings or regulatory authorities.

### What Information Do You Collect?

There are a number of categories of data including Identity Data, Contact Data, Financial Data, Special Category Data and Profile and Usage Data. We only collect the minimum personal information in order to satisfy our contractual obligations. This includes your name, address and basic details surrounding your property. Your payment details are handled entirely by 3<sup>rd</sup> party payment providers.



## How Will You Use My Personal Information?

We will use your personal information to fulfil the performance of our role as property surveyor. We will use your information to attend your property and identify it on a written report (where appropriate). The information we collect about your property forms the basis of the Report.

## With Whom Do You Share My Personal Information?

We disclose personal information to third parties such as lenders and insurers, but only to a level that is necessary. A list of the type of firms this might include is:

- A lender where we are involved in your mortgage application.
- A solicitor or conveyancer, to help process your mortgage application or a matrimonial dispute.
- An estate agent or homebuilder.

As an RICS regulated firm, external organisations may conduct audit or quality assurance reviews on our practice. Your file may be subject to monitoring and review, and in rare cases we may be required to pass your personal information to RICS on their request in accordance with RICS Rules of Conduct for Members and/or RICS Rules of Conduct for Firms. Also, under limited circumstances, your personal information may be disclosed to third parties as permitted by, or to comply with, applicable laws and regulations, for example: when responding to subject access requests, proceedings of a court of law or similar legal process, to protect against fraud, and to otherwise cooperate with law enforcement or regulatory authorities.

The personal information you provide will never be passed to any third-party organisation for marketing purposes.

## How Do You Collect My Personal Information?

We collect personal data using the following methods:

- Direct interactions with our surveyors or support staff in person, by post, by phone, by email, by SMS, or by instant messaging application such as iMessage or WhatsApp.
- Automated technologies or interactions with our website, such as filling out a form on our website or requesting us to contact you by enquiring through any link on our website.
- Third parties or publicly available sources, such as:
  - Survey lead providers (e.g. L&G Surveying Services)
  - Estate agents
  - Lenders
  - Financial advisors or solicitors with whom you may be interacting, but only with your consent.

## How Do We Keep Your Personal Information Secure?

We understand how important it is to keep your personal information secure. We use a variety of technologies and procedures to protect your personal information from accidental or unlawful breaches of security. These include physical, organisational, and technological security measures. We also limit access to your personal data to only those I9c Surveys Ltd staff, business partners, and suppliers who have a business need-to-know. We have put in place procedures to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach where we are legally required to do so.



## For How Long Will You Store My Information?

We will retain all files and documents for a reasonable period, which will in any event be not less than 6 years after completion or termination of the service(s). These will be securely stored and available for future inspection, if required, for up to a maximum of 15 years. The list below outlines how long data is retained and depends on the reason for which the personal data is used:

- Survey request where we attend a property and produce a report – up to 15 years
- Survey request that does not proceed – up to 2 years
- A quotation request – up to 2 years

Once the service has been completed and post-report delivery discussions with you concluded, we will close your project file. This means we will assemble and update all the relevant information and communications in hard copy and/or digital formats and archive them securely in accordance with this Privacy Policy.

## Data Protection

All information collected and stored will conform to current data protection legislation and regulations (i.e. GDPR).

## Confidentiality

RICS members must protect confidential information and only use or disclose it for the purposes for which it was provided, where they have the necessary consent to do so, or where required or permitted by law.

## What Are My Rights?

Here is an overview of your different rights:

### Your Right To Access

Access to the personal data we hold about you is free of charge in most cases. The correction of your personal data at your request when incorrect, out of date, or incomplete is also free of charge.

### Your Right To Withdraw Consent

Whenever you have given us your consent to use your personal data, you have the right to change your mind at any time and withdraw that consent. We must then do so unless we believe we have a legitimate overriding reason to continue processing your personal data.

### Your Right To Object

You will have the right to object to how we intend to use your information based on your individual circumstances. If you exercise this right, we may not be able to perform all of our services. You have an absolute right to object to receiving communications where we do not have a legitimate interest in doing so.

## Right To Complain

You have a right of complaint to the Information Commissioner (The UK data protection regulatory authority) if you consider any aspect of I9c Surveys Ltd use of your personal information infringes the law.



## Right To Data Portability

You have the right in some circumstances to have the data you have provided to us sent to you or provided to another person or business in an electronic machine-readable format. Where this applies we will download the information and send it as a CSV or PDF file.

## Right To Erasure

You have a right to have some or all of the information we hold about you erased in some circumstances. This is known as the 'Right To Be Forgotten.'

## Right Of Correction

You have the right to have inaccurate information corrected and incomplete information completed. If the information we need to deliver our services to you changes, please tell us about this as soon as possible.

## Who Can I Speak To About My Personal Information?

If you have any questions or concerns about the way in which we are processing your personal information or would like to exercise one of your earlier mentioned rights, in the first instance please contact us:

19c Surveys Ltd  
The Engine Room, 18 Power Station  
London  
SW11 8BZ  
+44 (0)207 738 1919  
gdpr@19c.co.uk  
19c.co.uk

## What About When Things Go Wrong?

If you feel that your data has not been handled correctly, or you are unhappy with our response to any requests you have made to us regarding the use of your personal data, you have the right to lodge a complaint with the Information Commissioner's Office. You can contact them by calling 0303 123 1113 or go online to [ico.org.uk/concerns](https://ico.org.uk/concerns).

## Will This Policy Change?

Yes, we may change this Privacy Policy from time to time, for example if the law changes. Any changes will be immediately posted on [19c.co.uk](https://19c.co.uk) and you will be deemed to have accepted the terms of the Privacy Policy on your first use of our website following the alterations. We recommend that you check this page regularly to keep up-to-date.

This Privacy Policy was last updated in January 2025.