



SILVER ARCH
PROPERTY SOLUTIONS

GDPR / Data Protection Policy

Silver Arch Property Solutions Limited is committed to protecting and preserving your privacy.

All necessary steps have been taken to ensure that all personal data we collect complies (where applicable) with existing GDPR regulations.

We only use the information to provide the services requested, maintain required records and, if agreed, to send updates that may be of interest to you.

We do not disclose any information to any company or third party for any other reason unless required to do so by law.

As defined by GDPR:

Personal data will include information which is provided by you in regards to your email, telephone and or contact details including address as provided by you. This data is used for internal processes depending on the nature of your enquiry / contact and any ongoing requirement for us to maintain contact and provide the required services(s).

This information is used solely for the purpose of carrying the services and is defined as being "information necessary to fulfil the terms of a contract".

Any personal information held by us will only be stored for as long as is required to fulfil our contractual obligations and is subject to required GDPR 'right to be forgotten'.

How data is collected:

Via the website/social media platforms/billing information

Via email, telephone, social media messaging and/or follow up conversations/interactions depending on the type of information or ongoing support required

How data is stored:

Via our email server (omitting telephone numbers) as a registration email copy; hosted by 123Reg.

Via our internal processes; all information is secured safely with encryption protocols in place.

When is data shared:

With employees of Silver Arch Property Solutions Limited and any third party of interest organisations required to perform a service/contract between the customer and Silver Arch Property Solutions Limited.

Who data may be shared with:

- Employees of Silver Arch Property Solutions Limited
- Clients of Silver Arch Property Solutions Limited procuring the company for the provision of a service or services provided by the company
- Interested third party organisations (where required) to provide a specific service unable to be conducted directly by Silver Arch Property Solutions Limited
- Elmhurst Energy
- InventoryBase
- InventoryBase Workstream
- Valerien Property Service's public liability and professional indemnity insurance provider in case of an insurance dispute
- Legal representation in case of a legal dispute

The information that you supply to us may be used:

- To allow us to fulfil the terms of our contract with you or our clients
- For feedback on service levels provided
- For responses to complaints or compliments relating to Silver Arch Property Solutions Limited
- For investigative purposes into the conduct of staff and/or complaints relating to an employee
- For technical support

Access to data:

Employees of Silver Arch Property Solutions Limited

No other business or entity has or will have access to personal data stored unless required to provide a service and/or permission is given and/or to comply with any lawful request.

Your rights:

- Right to be Forgotten - You have the right to demand the removal of personal and/or sensitive data.
- Right to object – At any time, you may object to your personal data being used for specific purposes listed in this policy. Please contact Silver Arch Property Solutions Limited at info@silverarchps.co.uk if you wish to object.
- Right of access – We aim to be totally transparent about the data we have and how we use it. Subject Access Requests (SAR) should be sent to us in the first instance via the email address above. All such requests must be replied to within 40 calendar days of receiving the request as set out in the ICO Subject Access Request Code of Practice (see SAR Code of Practice).

You can contact us at any time if you wish to access or edit your data or if you have any questions about your data and how it is being used at info@silverarchps.co.uk.

This policy was last reviewed in May 2022.