



SILVER ARCH
PROPERTY SOLUTIONS

Privacy Policy

What is this Privacy Policy for?

This privacy policy is for this website www.valerien.co.uk and served by Silver Arch Property Solutions Limited and governs the privacy of its users who choose to use it.

We're committed to protecting and respecting your privacy.

This policy sets out the different areas where user privacy is concerned and outlines the obligations & requirements of the users, the website and website owner. Furthermore, the way this website processes, stores and protects user data and information will also be detailed within this policy.

We may change this policy from time to time so please check this page occasionally to ensure that you're happy with any changes. By using our website, you're agreeing to be bound by this policy.

Any questions regarding this policy and our privacy practices should be sent to info@silverarchps.co.uk

How do we collect information from you?

We obtain information about you when you use our website, for example, when you contact us about our services or when we respond to you directly either by electronic mail, social media platforms including Facebook, Instagram, LinkedIn and WhatsApp, or by telephone

What type of information is collected from you?

The personal information we collect might include your name, address, e-mail address and contact details including phone number(s).

How is your information used?

We may use your information to:

- Contact you regarding our services
- Contact you for feedback on our services
- Notify you of any new or additional services that may be of interest including marketing material
- Contact you regarding complaints or compliments relating to our services or the conduct of an employee of Silver Arch Property Solutions Limited
- Send formal written responses to your address in response to queries and/or complaints/compliments relating to our services or conduct of an employee of Silver Arch Property Solutions Limited.

We review our retention periods for personal information on a regular basis. We are legally required to hold some types of information to fulfil our obligations and to carry out our services. We will hold all your personal information on our systems for as long as is necessary for the relevant activity, or as long as is set out in any relevant contract you hold with us.

Who has access to your information?

We will not sell your information on to any third parties. We will not share your information with any third parties for marketing purposes.

Third Party Service Providers working on our behalf:

We may pass your information to third-party service providers such as subcontractors and other associated organisations for the purposes of completing tasks and providing services to you on our behalf. However, when we use third party service providers, we disclose only the personal information that is necessary to deliver the service and will not share personal contact details unless express permission is given by you. Please be assured that we will not release your information to third parties for them to use for their own direct marketing purposes, unless you have requested us to do so, or we are required to do so by law, for example, by a court order or for the purposes of prevention of fraud or other crime.

Your choices:

You have a choice about whether or not you wish to receive information from us. If you do not want to receive direct communications from us about our services, please inform us by emailing info@silverarchps.co.uk at your earliest convenience or when booking a service.

How you can access and update your information:

The accuracy of your information is important to us. If you change email address, or any of the other information we hold is inaccurate or out of date, please email info@silverarchps.co.uk. You have the right to ask for a copy of the information Silver Arch Property Solutions Limited holds about you. You also have the right to demand the complete removal of personal and/or sensitive data.

Data Retention:

We will retain your personal data for as long as you maintain an account or as otherwise necessary to provide you our services. We will also retain your personal data as necessary to comply with our legal obligations, resolve disputes, and enforce our agreements.

Where we no longer need to process your personal data for the purposes set out in this policy, we will delete your personal data from our systems.

If you have questions about our data retention practices, please contact us via info@silverarchps.co.uk.

Security precautions in place to protect the loss, misuse or alteration of your information:

When you give us personal information, we take steps to ensure that it's treated securely. Any sensitive information (such as bank account details) is encrypted and protected.

Non-sensitive details are transmitted normally over the Internet, and this can never be guaranteed to be 100% secure. As a result, while we strive to protect your personal information; we cannot

guarantee the security of any information you transmit to us, and you do so at your own risk. Once we receive your information, we make our best effort to ensure its security on our systems.

Use of 'cookies':

Like many other websites, our website uses 'cookies'. 'Cookies' are small pieces of information sent by an organisation to your computer and stored on your hard drive to allow that website to recognise you when you visit. They collect statistical data about your browsing actions and patterns and do not identify you as an individual. It is possible to switch off cookies by setting your browser preferences.

Other websites:

We are required to upload certain data to external organisations for the provision of some of our services, for example the submission of energy performance certificate reports and inventory reports. This privacy policy applies only to our website, so we encourage you to read the privacy statements on the other websites you visit. We cannot be responsible for the privacy policies and practices of other sites.

In addition, if you linked to our website from a third party site, we cannot be responsible for the privacy policies and practices of the owners and operators of that third party site and recommend that you check the policy of that third party site.

Social Media Platforms:

Communication, engagement and actions taken through external social media platforms that this website and its owners participate on are custom to the terms and conditions as well as the privacy policies held with each social media platform respectively. Silver Arch Property Solutions Limited also operates a social media policy which can be found on www.valerien.co.uk.

Users are advised to use social media platforms wisely and communicate/engage upon them with due care and caution in regard to their own privacy and personal details. Neither this website nor its owners will ever ask for personal or sensitive information through social media platforms and encourage users wishing to discuss sensitive details to contact them through primary communication channels such as by telephone or email.

This website may use social sharing buttons which help share web content directly from web pages to the social media platform in question. Users are advised, before using such social sharing buttons, that they do so at their own discretion and note that the social media platform may track and save your request to share a web page respectively through your social media platform account.

Google Analytics

Google Analytics is used to analyse traffic to this website. Google Analytics does not create individual profiles for visitors. Unlike some tracking services, Google Analytics does not have a database of individual profiles for each visitor. Google Analytics only collects aggregate data.

Review of this Policy

We keep this Policy under regular review. This Policy was last reviewed in September 2023.