

Vertex Surveys Ltd Privacy Policy

This policy provides information of how Vertex Surveys collect, use, secure, transfer and share your information. And how we comply with GDPR data protection act.

About Vertex Surveys

We are a surveying company specialising in measured surveys and boundary dispute resolution.

We are regulated by RICS and incorporated in England. Our registered office is at 5 Pathfields, Shere, Guildford, Surrey, GU5 9HP. Company number 10779351. VAT number 282 5980 67.

If have any questions about this policy, please contact us at mail@vertexsurveysltd.com or on 01483 203181.

How do we collect information from you?

- Email & post
- Telephone conversation
- Social Media
- In person contacts

Each time we collect personal data from you we will send you a link to this policy.

What information do we collect from you?

1. To consult and price a measured survey requires; site address, area to be surveyed, specification & stakeholder contact details.
2. To formally instruct a project requires all details listed in point 1 plus client invoice details (name, contact details & company\personal address)
3. To consult and price a boundary a dispute requires all of point 1 plus the neighbour in dispute with contact details and all plans and documents to be analysed.
4. To formally instruct a boundary dispute requires all details listed in point 2.

How is your Information Used?

We will use your data in accordance with the law. Outlined below is how your data is used.

- Site address, layout and building extent are only used to prepare a formal fee proposal.
- Your contact details are used solely to contact you for the duration of the project.
- Contact details are only forwarded on to another party (architect, solicitor, town planner etc) with your written consent.
- Invoice details are used solely to invoice you on completion of the project.
- Names and addresses of all stakeholders involved with boundary cases are held indefinitely to enable future conflict of interest checks.
- Documents used in relation to boundary disputes are held for the legal time limit.
- Vertex Surveys Ltd will not forward on your information to any other company or person without your written consent.
- Vertex Surveys will not use your information for marketing purposes without your written consent.
- Vertex will share personal data with a third party if required to do so by law.



- If you make a complaint we will process your data in accordance with our client complaints procedure. A record of this complaint will be kept for the statutory time.
- If you make a query we will keep a record of this complaint will be kept for the statutory time.

Who has access to your information?

- Directors of Vertex Surveys have access to all supplied information.
- Any third party authorised and instructed will only be given sufficient information to complete their allotted task. Once completed the third party will hand back all data to Vertex.

Your rights

You have the right to access, rectify or erase personal data we hold about you.

If you have any questions or complaints regarding how Vertex have used your data, please contact at mail@vertexsurveysltd.com or on 01483 203181.

Security precautions

To ensure the security of your data we upload your personal information and completed project from our registered office-based server to a GDPR compliant cloud-based server. This data is kept on the cloud for the statutory time. Data is then permanently removed from the office-based server after six months.

Boundary based projects that by law require conflict on interest checks are held indefinitely.