



Privacy Policy

Please read the policy carefully as it applies to the products and services we provide you, our apps and our websites. It applies to our consumer and business customers.

It also applies even if you're not one of our customers and you interact with us, such as by: -

- using one of our products or services – paid for by someone else
- calling our helpdesk
- generally enquiring about our services

If you need to give us personal information about someone else in relation to our products and services, the privacy policy will also apply. If we need the permission of the other person to use that information, we'll ask you to check they are happy for us to do so.

What's not included

This policy doesn't apply to information about our employees. It also doesn't cover other companies or organisations (which advertise our products and services and use **cookies, tags** and other technology) collecting and using your personal information to offer relevant online advertisements to you.

What kinds of personal information do we collect and how do we use it?

The personal information we collect depends on the products and services you have ordered.

The information we will collect, or hold is as follows: -

- record details about the products and services you use or order from us
- record of the address or plot address of the property
- your full contact details
- a list of all the cases that you have ordered
- all searches, certificates, assessments or other property search reports for a minimum of 6 years
- a list of any invoices whether outstanding or not
- your communications with us, such as calls, emails and webchats
- your bank details will be stored with our bank and not on our servers, if we hold them
- information about your computer and about your visits to and use of our website (including your IP address, geographical location, browser type and version, operating system, referral source, length of visit, page views, website navigation and other details)

We will use your personal information for the following: -

- to provide you with products and services
- give you regular updates

- to make any appointments with third party data holders such as the local authorities, environmental agencies etc.
- send reminders of any expiring reports
- send newsletters or any industry updates
- send you any marketing material
- send your contact information to any third-party suppliers to enable them to complete your order or assist us with any part thereof
- update you on when we'll deliver your products and services
- let you create and log in to the online accounts we run
- charge you and make sure your payment reaches us
- In limited circumstances, we may also share your information with other public authorities, even if we do not have to. However, we would need to be satisfied that a request for information is lawful and proportionate (in other words, appropriate to the request). And we would need appropriate assurances about security and how the information is used and how long it is kept.
- Under investigatory powers legislation, we might have to share personal information about you to government and law-enforcement agencies, such as the police, to help detect and stop crime, prosecute offenders and protect national security.

Accessing & updating how we use your information

We want to make sure that any personal information we hold about you is up to date. So, if you think your personal information is inaccurate, you can ask us to correct or remove it at no charge to you. Please contact our Customer Services team on the numbers below to do this.

Under the Data Protection Act 1998, you have a right to know what personal information we hold about you. If you'd like a copy of the information you are entitled to please write to Quick Search Direct Limited, 140 Latymer Road, London, N9 9PW, clearly identifying yourself and the information you require. We will ask you to provide identification to ensure we do not disclose your information to the wrong people.

You can always tell us that you do not wish to receive direct marketing communications from Quick Search Direct Limited. But remember, if you do not want us to get in touch, you may miss out on valuable and exciting offers.

Protecting your information and how long we keep it

We have strict security measures to protect your personal information. We check your identity when you get in touch with us, and we follow our security procedures and apply suitable technical measures, such as encryption, to protect your information.

Who we are

Quick Search Direct Limited
140 Latymer Road
Edmonton
LONDON
N9 9PW
Tel: 020 7183 3240

Email: info@qsd.org.uk

The data controller responsible in respect of the information is Andrew Andreou
Our data protection registration number is Z3480801