



## Policy Statement – Customer Information

We are required by law to inform you about the personal information about you which we hold to enable you to understand the purposes for which it is used.

When you contact us with a view to obtaining a quotation for structural engineering or similar services, we ask you to provide a certain amount of personal information about yourself, limited to your name, address, phone number and email address. If we are instructed by insurers or loss adjusters relating to a claim you have made we will be provided with the same information by them. We use this information for the purpose of contacting you for any site visits and subsequent communications.

If you then enter into a contract with us for the provision of our services, or we continue to act on insurer's or loss adjuster's behalf relating to your insurance claim we will use your personal information to provide the services that have been requested and we may share your information with appropriate third parties, such as site investigation companies, builders or architects, for the purpose of providing our services. We will only share your information with third parties where it is necessary for the purpose of the services which we are asked to provide. We will not sell or share your information for marketing purposes with any other company or third party. The legal basis on which we will normally use your information is in order to perform our contract for the provision of the services requested by you or your insurer.

You have the right to ask us to provide a copy of the information which we hold about you and to correct or remove any information which you think is inaccurate.

We have put in place appropriate security measures to prevent your personal information from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed.

After completing the services requested we will retain your personal information for such longer period as is necessary to comply with the legal and contractual obligations to which we are subject, normally a maximum of 6 years (or 12 where certain warranty documents are issued).

You can contact our administration department by email – [dkg@vkhp.co.uk](mailto:dkg@vkhp.co.uk) – or post at 340 High Street, Dorking, Surrey RH4 1 QX.

vkhp-consulting ltd  
[www.vkhp.co.uk](http://www.vkhp.co.uk)