Privacy Notice

HomeCheck Surveying NE Ltd

Last updated: 11 November 2026

1. Introduction

At HomeCheck Surveying NE Ltd, we take the privacy and security of your personal information seriously.

This Privacy Notice explains how we collect, use, store and protect personal information when you enquire about or use our surveying and valuation services, or when we contact you in connection with a property inspection.

We are committed to handling personal information responsibly and in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

2. Who We Are

HomeCheck Surveying NE Ltd is an independent, RICS-regulated residential surveying and valuation company.

We are the data controller responsible for how personal information is used in connection with our services.

Company: HomeCheck Surveying NE Ltd

Registered office: 7 Westbourne Terrace, Houghton Le Spring, England, DH4 4QT

Email: info@homechecksurveying.co.uk

Website: https://homechecksurveying.co.uk

If you have any questions about how we handle your personal information, please contact us using the details above.

3. What Information We Collect

Depending on your relationship with us, we may collect and process:

- Your name, address, telephone number and email address.
- Details of the property being surveyed or valued.
- Information provided when requesting a quotation or booking a survey.
- Details relating to your instruction, including signed terms of engagement, payments and invoices.
- Correspondence relating to our services.

- Information provided by property owners, occupiers, estate agents and referral partners.
- Property photographs, inspection notes, research documents and completed survey or valuation reports.
- Information relating to complaints, enquiries or other matters concerning our services.

We only collect information that is reasonably necessary to provide our services and meet our professional and legal responsibilities.

4. How We Collect Your Information

We collect personal information directly from you when you request a quotation, instruct us to carry out a survey or valuation, or communicate with us.

We may also receive relevant information from third parties, including estate agents, mortgage advisers, purchasers, vendors and other referral partners.

We also collect information during property inspections, desktop research and the preparation of professional reports.

5. How and Why We Use Your Information

We use personal information to:

- Respond to enquiries and provide quotations.
- Arrange and manage property inspections.
- Prepare and issue terms of engagement.
- Carry out surveying and valuation services.
- Prepare and issue professional reports.
- Communicate with clients, vendors, estate agents and other relevant parties.
- Maintain appropriate business, financial and professional records.
- Respond to complaints, enquiries and potential legal claims.
- Request feedback following completion of our services.
- Meet our legal, regulatory and professional obligations.

Under UK GDPR, we rely on the following lawful bases, depending on the circumstances:

Contract: Where processing is necessary to provide our services or take steps towards entering into a contract with you.

Legitimate interests: Where processing is reasonably necessary for the operation of our business, including arranging property access, communicating with relevant parties, maintaining professional records, requesting feedback and protecting our legitimate business interests, provided these interests are not overridden by individuals' rights.

Legal obligation: Where we are required to process or retain information to comply with applicable laws or regulatory requirements.

Where applicable, we may use digital tools to assist with administrative tasks and the preparation of professional reports. Professional findings and recommendations remain subject to review by the surveyor.

6. Communication

We may communicate with clients, vendors, occupiers and other relevant parties by telephone, email, SMS or business messaging services.

These communications are primarily used to arrange inspections, confirm appointments, respond to enquiries and provide updates relating to our services.

Where we receive contact details from a third party, we use them only for relevant business purposes.

We do not currently operate a general promotional mailing list. We may contact clients following completion of our services to request feedback or a review.

7. How We Store and Protect Your Information

We use secure electronic systems to manage enquiries, appointments, correspondence, property inspections and completed reports.

Personal information is accessible only to authorised individuals and is protected through appropriate technical and organisational security measures.

We may use trusted third-party service providers to support our business operations, including booking management, report preparation, document storage and communications.

Where these providers process personal information on our behalf, we take appropriate steps to ensure suitable data protection arrangements are in place.

We do not sell your personal information.

8. Sharing Your Information

We may share relevant personal information with third parties where reasonably necessary to provide our services or meet our legal and professional obligations.

These may include:

- Service providers supporting our business operations.
- Accountants, insurers and professional advisers.
- Specialist contractors or consultants where appropriate.
- Professional bodies, regulators and public authorities where required.
- Other parties where you have authorised us to share information.

We only share information where there is an appropriate reason to do so and seek to limit the information shared to what is necessary.

9. How Long We Keep Your Information

We retain personal information only for as long as reasonably necessary to provide our services and meet our legal, contractual and professional obligations.

Our normal retention periods are:

- **Enquiries and quotations that do not proceed:** 12 months.
- **Cancelled or incomplete instructions:** 6 years.
- **Completed surveys and associated records:** 15 years.

Certain information, including financial records, may be subject to different legal retention requirements.

We may retain information for longer where reasonably necessary in connection with a complaint, dispute, potential legal claim or other legal obligation.

When personal information is no longer required, it is securely deleted or anonymised in accordance with our data retention procedures.

10. International Data Transfers

Some of the service providers we use may process personal information outside the UK. Where this happens, we take appropriate steps to protect your information in accordance with UK data protection law.

You can contact us for further details about any applicable safeguards.

11. Your Data Protection Rights

Under UK data protection legislation, you have certain rights regarding your personal information, subject to applicable conditions and exemptions.

These include the right to:

- Request access to the personal information we hold about you.
- Ask us to correct inaccurate or incomplete information.
- Request deletion of your personal information in certain circumstances.
- Request that we restrict how your information is used.
- Object to certain processing of your information.
- Request transfer of certain information to another provider where applicable.
- Withdraw consent where processing is based on consent.

To exercise any of these rights, please contact us at info@homechecksurveying.co.uk.

We will respond to requests within the timescales required by applicable data protection legislation, normally within one calendar month.

12. Complaints

If you have concerns about how we handle your personal information, please contact us so that we can investigate and respond.

You also have the right to raise a complaint with the Information Commissioner's Office (ICO), the UK's independent data protection regulator.

Website: https://ico.org.uk

Telephone: 0303 123 1113

13. Changes to This Privacy Notice

We may update this Privacy Notice from time to time to reflect changes in our services, business operations or legal requirements.

The latest version will be available on our website, with the date of the most recent update shown above.