Harvey's Privacy Policy

How I use your personal information – Version 1.0, effective 24 November 2026

This policy explains what personal information I collect, why I use it, who I share it with, how long I keep it and your rights. If you have any questions, please email tony@harveyssurveys.co.uk or phone me on 0208 224 6914.

1. Who I am

1.1 Harvey's Structural Surveys (“Harvey's”, “I”, “me”) is the trading name of Anthony Michael Waring, a sole trader, of 18 Windsor Avenue, West Molesey, Surrey, KT8 1PZ. I decide how your personal information is used, so I am the “controller” under data protection law.

1.2 I am registered with the Information Commissioner's Office (ICO), registration reference ZC307837.

1.3 I deal with all privacy questions myself. Email: tony@harveyssurveys.co.uk. Office: 0208 224 6914. Post: the address above.

2. Who this policy covers

2.1 This policy covers: (a) people who ask me for a quote or book my services, and anyone who books on their behalf; (b) owners, occupiers, neighbours, agents and other people I deal with in connection with an inspection; and (c) visitors to my website, www.harveyssurveys.co.uk.

2.2 My online forms are provided by Jotform and card payments are processed by Stripe. Links from my website to other sites (for example Facebook) are covered by those sites' own privacy policies.

3. The information I collect

3.1 Contact details: your name, title, postal address, email address, telephone numbers and, if relevant, your organisation.

3.2 Job details: the property address, what you would like inspected, what the report is for (for example a purchase or an insurance claim), whether you own or are buying the property, its history and previous reports, access arrangements and any known hazards.

3.3 Inspection records: my notes, measurements, sketches, photographs and video of the property. Occasionally I also take aerial photographs with a drone. Photographs, especially aerial ones, may sometimes show people, vehicles, belongings or neighbouring properties. I try to avoid photographing people, and I use these images only for the inspection and my report.

3.4 Payment details: card payments are handled by Stripe. I do not see or keep your full card number. I receive limited details, such as your name, the amount, and the card type and last four digits.

3.5 Correspondence: emails, letters, notes of telephone calls, and details of any complaint, refund request or claim.

3.6 Website information: technical information collected through cookies, such as your IP address, device and browser type, and the pages you visit (see section 9).

3.7 I do not ask for sensitive information, such as health details. If you tell me something like this (for example that someone at the property has a disability that affects access), I will use it only to arrange and carry out the inspection safely, and only with your agreement.

4. Where I get it from

4.1 Mostly from you. I may also receive it from someone who books or makes an enquiry on your behalf (for example a relative, solicitor or agent), from what I see at the property, and from public records such as planning records, geological maps and HM Land Registry.

5. Why I use it, and my lawful basis

5.1 Data protection law says I must have a lawful basis for each use. These are mine:

What I use it for	Lawful basis
To answer your enquiry and give you a quote	Steps you ask me to take before entering a contract
To carry out the inspection or advice, write my report and keep you updated	Performance of my contract with you
To take payment (the card is authorised when you book and charged when I issue my report)	Performance of my contract with you
To keep accounts and tax records	Legal obligation
To deal with questions, complaints, refund requests and claims, and to tell my professional indemnity insurer and broker where needed	Legitimate interests: handling complaints and defending claims, and meeting my insurance obligations
To record information about owners, occupiers and other people at the property	Legitimate interests: carrying out the inspection my client asked for
To keep my website secure and working	Legitimate interests: running a secure website
To understand how my website is used	Legitimate interests: improving my website (see section 9)
To meet the requirements of my professional bodies (CABE and RICS)	Legitimate interests: maintaining my professional membership

5.2 I do not send marketing emails, and I do not sell your information. If I ever want to send you marketing, I will ask you first.

5.3 If you do not give me the information I need to quote, book or carry out the inspection, I may not be able to provide the service.

6. Who I share it with

6.1 Service providers who help me run my business and act on my instructions:

- Wix – my website host;
- Jotform – my online quote and booking forms;
- Stripe – card payments. Stripe also uses some information for its own purposes, such as preventing fraud and meeting its legal obligations, under its own privacy policy;
- Microsoft – my email and file storage (Microsoft 365);
- Intuit – my accounts software (QuickBooks Online); and
- Google – website statistics (Google Analytics).

6.2 Others, only when needed: my professional indemnity insurer, broker and legal advisers (for example if there is a complaint, refund request or claim); CABE or RICS if they require it; anyone you ask me to share with; and HMRC, the police, a court or another authority where the law requires it.

6.3 If I ever sell or transfer my business, your information may pass to the new owner, who must use it in line with this policy.

7. Information sent outside the UK

7.1 Some of my service providers are based in, or store information in, the United States or other countries outside the UK. When this happens, your information is protected by a UK adequacy decision (for example the UK–US “data bridge” for certified companies) or by contract terms approved under UK law (the UK International Data Transfer Agreement or Addendum). Please contact me if you would like more details.

8. How long I keep it

8.1 I keep information for these periods:

Information	How long I keep it
Enquiries and quotes that do not go ahead	Up to 12 months from my last contact with you
Job files: booking form, reports, notes, photographs and correspondence	15 years after the last service, because claims can be brought many years later
Accounts, invoices and payment records	At least 6 years after the end of the tax year they relate to
Complaints, refund requests and claims	15 years after the last service, or until the matter is finished if that is later
Form submissions held in Jotform	Deleted within 3 months, once saved to the job file
Cookies	See the table in section 9

8.2 After that, I delete or destroy the information securely.

9. Cookies

9.1 Cookies are small files that a website stores on your device. My website does not show a cookie banner. This section explains the cookies it uses and how you can control them.

9.2 Essential cookies. These are needed for the website to work and stay secure, so they are set automatically:

Cookie	Set by	Purpose	How long
XSRF-TOKEN, hs, server-session-bind, sec-fetch-unsupported	Wix	Security and fraud prevention	Until you close your browser
svSession	Wix	Security, stability and core site functions	Up to 13 months
bSession, ssr-caching	Wix	Site performance and loading	Up to 24 hours
fedops.logger.sessionId (stored in your browser)	Wix	Detecting site errors	Up to 12 months
__cf_bm	Cloudflare (for Wix)	Protecting the site from automated bots	30 minutes

9.3 Statistics cookies. I use Google Analytics to count visits and see which pages are used, so that I can improve my website. I use the statistics only in total, not to identify you, and not for advertising.

Cookie	Set by	Purpose	How long
_ga, _ga_GMYJFBSFJY	Google Analytics	Counting visits and how pages are used	Up to 13 months

9.4 You can object to the statistics cookies at any time, free of charge, by: (a) installing Google's free opt-out add-on for your browser, at tools.google.com/dlpage/gaoptout; or (b) blocking or deleting cookies for harveyssurveys.co.uk in your browser settings, or using a browser or extension that blocks tracking. If you would like help with this, email me and I will explain how.

9.5 Booking form. When you use my online booking or quote form, Jotform sets its own cookies to run the form, hCaptcha checks that you are not a robot, and Stripe sets a cookie to help prevent card fraud. These are covered by Jotform's and Stripe's own policies.

9.6 You can block or delete cookies in your browser settings. Most browsers explain how in their help pages, and www.aboutcookies.org.uk has simple guides. If you block essential cookies, parts of the website or the forms may not work.

10. Keeping it safe

10.1 I keep your information on password-protected devices and accounts and use reputable service providers. Only I have access, except where I need to share it as set out in section 6. No system is completely secure, but I take reasonable care to protect your information.

11. Your rights

11.1 You have the right to: (a) ask for a copy of your information; (b) ask me to correct it if it is wrong; (c) ask me to delete it; (d) ask me to limit how I use it; (e) object to my using it, including on the basis of my legitimate interests; and (f) ask me to send information you gave me to you or to someone else in a common electronic format.

11.2 Some rights apply only in certain situations. For example, I may need to keep a job file to deal with a possible claim, even if you ask me to delete it. If I cannot do what you ask, I will explain why.

11.3 To use any of these rights, email or write to me. There is normally no charge. I may need to check your identity. I will reply within one month, or tell you within that month if I need longer (up to two further months for complex requests).

12. Automated decisions

12.1 I do not make decisions about you by automated means alone. All my decisions are made by me personally.

13. Complaints

13.1 If you are unhappy with how I have used your information, please contact me first by email, phone or post. I will acknowledge your complaint within 30 days, look into it, keep you informed and tell you the outcome.

13.2 You can also complain to the Information Commissioner's Office: www.ico.org.uk/make-a-complaint, telephone 0303 123 1113, or Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

14. Changes to this policy

14.1 I may update this policy from time to time. The current version, with its date, will always be on my website, and I will tell my current clients about any important changes.

14.2 This version replaces my privacy policy dated 14 May 2018.

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