

Company Privacy Policy

SurveyPlus Virtual Move Consultancy is a private limited company based and registered in the United Kingdom, company number 12649820. Our registration reference with the Information Commissioner's Office is ZB009881.

This privacy policy will explain how our organisation uses the personal data we collect from you when you use our website and/or our enquiry dashboard.

Topics:

- What data do we collect?
- How do we collect your data?
- How will we use your data?
- How do we store your data?
- Marketing
- Video recordings
- Video recordings - Security & Privacy
- What are your data protection rights?
- What are cookies?
- How do we use cookies?
- What types of cookies do we use?
- How to manage your cookies
- Privacy policies of other websites
- Changes to our privacy policy
- How to contact us
- How to contact the appropriate authorities

What data do we collect?

Our Company collects the following data:

- Personal identification information: Name, email address, phone number and home address (minimum required information is your city and country).
- Your new address (minimum required information is the city and country).
- Your proposed move date.

How do we collect your data?

You directly provide Our Company with most of the data we collect. We collect data and process data when you (or the moving company that you enquire with):

- Registers a request for a virtual pre-move survey through our online dashboard and/or website.
- Verbally during the virtual pre-move survey.

Our Company may also receive your data indirectly from the following sources:

- The moving company that you enquire with.

How will we use your data?

Our Company collects your data so that we can:

- Send you a confirmation e-mail and calendar invitation for your virtual pre-move survey appointment as well as a courtesy reminder message via email and/or text message.
- Prepare a comprehensive pre-move survey report for the moving company that you enquire with, enabling them to provide you with an accurate proposal for your move.
- We may need to email you with follow up questions regarding your inventory or other relevant information regarding your move.

We will NOT email you with information about other products / services that may be of interest to you and we will NOT share your data with any other partner companies.

How do we store your data?

Our Company securely stores your data in Google Cloud SQL, leveraging a globally distributed infrastructure that ensures high availability and disaster recovery. Data is encrypted at rest using Google's built-in encryption and in transit with SSL/TLS, safeguarding your information from unauthorised access. Access to the data is strictly controlled through Identity and Access Management (IAM) policies, requiring multi-factor authentication and role-based access controls to ensure that only authorised personnel can view or manage your data. Additionally, our infrastructure undergoes regular security audits and complies with top industry standards (such as ISO/IEC 27001), providing you with a secure and reliable environment for your valuable information.

Our Company will keep your personal and transactional data for a maximum period of 12 months. Once this time period has expired, instead of deleting your data, we will anonymise it for record-keeping purposes. This anonymisation process involves removing or modifying personal identifiers and other identifiable information, so the data can no longer be associated with you or any individual. The anonymised data is then used for analytical, regulatory compliance, and research purposes, helping us to improve our services while ensuring your privacy is maintained. This process is aligned with privacy laws and regulations, ensuring that we handle your information responsibly and securely throughout its lifecycle.

Marketing

Our Company will NOT contact you for marketing purposes of any kind.

Video Recordings

The core activity of our company is to provide you / your chosen moving company with a virtual move consultancy service. This means that you will have a recorded video call with one of our trained move consultants who will obtain all relevant information from you in order for your chosen moving company to be able to provide you with an accurate proposal for your move. This consultation may include questions regarding move dates, property availability dates, visa requirements, insurance valuations, etc.

During the video call you will be asked to show us everything that you require to be moved (e.g. furniture, contents of cupboards/wardrobes, etc., boxes that you may have packed already, plants, removable features & fittings, vehicles, etc.).

The video recordings are stored securely and are only accessible to authorised personnel at our company who will review the footage in order to complete your move itinerary and at request also to your chosen moving company.

You may request a copy of the video recording for your personal use within 90 days from your virtual consultation.

Video Recordings - Security & Privacy

Our company uses a bespoke software for video recordings that is GDPR Compliant (General Data Protection Regulation).

All media (video and audio) are stored with Heroku servers using industry best practices.

Media is automatically stored for a maximum of 12-months. Files can be deleted at any time upon request.

The platform's user dashboard is secured with login credentials and utilises 2048 Bit SSL Certificates with 256-bit AES encryption at all touch points.

U.S. and EU data privacy and security compliant

EU Privacy Shield Self-Certified

HIPAA Compliant

What are your data protection rights?

Our Company would like to make sure you are fully aware of all of your data protection rights. Every user is entitled to the following:

The right to access – You have the right to request Our Company for copies of your personal data. We may charge you a small fee for this service.

The right to rectification – You have the right to request that Our Company correct any information you believe is inaccurate. You also have the right to request Our Company to complete the information you believe is incomplete.

The right to erasure – You have the right to request that Our Company erase your personal data, under certain conditions.

The right to restrict processing – You have the right to request that Our Company restrict the processing of your personal data, under certain conditions.

The right to object to processing – You have the right to object to Our Company's processing of your personal data, under certain conditions.

The right to data portability – You have the right to request that Our Company transfer the data that we have collected to another organisation, or directly to you, under certain conditions.

If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please contact us:

Call us at: +44 20 3970 0122

Or write to us: info@surveyplusvmc.co.uk

Cookies

Cookies are text files placed on your computer to collect standard Internet log information and visitor behaviour information. When you visit our websites, we may collect information from you automatically through cookies or similar technology.

For further information, visit allaboutcookies.org.

How do we use cookies?

Our Company uses cookies in a range of ways to improve your experience on our website, including:

- Keeping you signed in
- Avoid duplicate data entry requirements
- Automatic time zone display settings

What types of cookies do we use?

There are a number of different types of cookies, however, our website uses:

- **Functionality** – Our Company uses these cookies so that we recognize you on our website and remember your previously selected preferences. These could include what language you prefer and location you are in. A mix of first-party and third-party cookies are used.

How to manage cookies

You can set your browser not to accept cookies, and the above website tells you how to remove cookies from your browser. However, in a few cases, some of our website features may not function as a result.

Privacy policies of other websites

Our Company website contains links to other websites. Our privacy policy applies only to our website, so if you click on a link to another website, you should read their privacy policy.

Changes to our privacy policy

Our Company keeps its privacy policy under regular review and places any updates on this web page. This privacy policy was last updated on 20th March 2024.

How to contact us

If you have any questions about Our Company's privacy policy, the data we hold on you, or you would like to exercise one of your data protection rights, please do not hesitate to contact us.

Email us at: info@surveyplusvmc.co.uk

Call us: +44 20 3970 0122

How to contact the appropriate authority

Should you wish to report a complaint or if you feel that Our Company has not addressed your concern in a satisfactory manner, you may contact the Information Commissioner's Office.

Website: <https://ico.org.uk/global/contact-us/contact-us-public/public-advice/>

Telephone: +44 303 123 1113