



**Last updated: January 2026**

This Privacy Policy explains how we collect, use, store, and protect your personal data when you engage with Bowden Elliott Property Consultancy Ltd, a UK chartered surveying firm. We are committed to safeguarding your privacy and ensuring that your personal information is handled in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

## **1. Who We Are**

### **Bowden Elliott Property Consultancy Ltd**

Registered Address: Maple House, Level 5A, 149 Tottenham Court Road, London, W1T 7NF.

ICO Registration Number: ZC059219

Contact Email: [enquiries@bowdenelliott.co.uk](mailto:enquiries@bowdenelliott.co.uk)

Telephone: 0203 912 2336

We act as a Data Controller when processing your personal information.

## **2. What Personal Data We Collect**

We may collect and process the following types of personal data:

### **2.1 Clients, Homeowners & Property Contacts**

- Name, address, phone number, email address.
- Property details (including access information, floor plans, valuation data)
- Payment information
- Identity documents where required (e.g., for anti-money laundering checks)

### **2.2 Professional Contacts & Suppliers**

- Name, role, organisation.
- Business contact details
- Correspondence records
- Contract and invoicing information.

### **2.3 Website Visitors**

- IP address and device information
- Cookies and usage analytics

- Any data voluntarily submitted via contact forms.

### **3. How We Collect Your Data**

We collect personal data through:

- Direct interactions (email, phone, surveys, consultations)
- Website forms and online services
- Referrals from estate agents, lenders, solicitors, or property managers
- Publicly available sources (Land Registry, Companies House)
- Professional networking events and business correspondence

### **4. How We Use Your Personal Data**

We process personal data for the following purposes:

- Providing surveying, valuation, inspection, and advisory services
- Managing appointments and communicating about site visits
- Preparing reports, assessments, and professional documentation
- Managing billing, payments, and contractual relationships
- Meeting legal and regulatory obligations (e.g., RICS, AML requirements)
- Improving our services, website, and customer experience
- Maintaining internal business records and audit trails

We only process personal data where we have a lawful basis, such as contractual necessity, legitimate interests, legal obligations, or your consent.

### **5. Sharing Your Data**

We may share your personal data with:

- Professional bodies (e.g., RICS)
- Lenders, insurers, or solicitors involved in your instruction (where relevant)
- Subcontracted surveyors or specialist consultants working on your project.
- IT, software, and cloud service providers
- Payment service providers
- Regulatory authorities or law enforcement where legally required.

We do not sell your personal data.

### **6. International Transfers**

If you request for your data to be transferred outside the UK (e.g., through secure cloud storage providers), we ensure appropriate safeguards are in place, such as adequacy decisions or standard contractual clauses.

## **7. Data Retention**

We retain personal data only for as long as necessary, typically:

- **Surveying and valuation records:** up to 15 years (per RICS guidance)
- **Business correspondence:** up to 7 years
- **Financial and invoicing records:** up to 7 years for tax compliance

After these periods, data is securely destroyed or anonymised.

## **8. How We Protect Your Data**

We use technical and organisational measures, including:

- Encrypted storage and secure cloud systems
- Access controls and authentication protocols
- Staff training in data protection.
- Secure disposal of physical and digital records

## **9. Your Rights**

Under UK GDPR, you have the right to:

- Access your personal data.
- Request correction of inaccurate data.
- Request deletion where appropriate.
- Object to processing
- Restrict processing.
- Request data portability.
- Withdraw consent at any time (where applicable)

To exercise these rights, contact us at [enquiries@bowdenelliott.co.uk](mailto:enquiries@bowdenelliott.co.uk)

## **10. Complaints**

If you have concerns about how your data is processed, please contact us first.

You also have the right to lodge a complaint with the **Information Commissioner's Office (ICO)** at [ico.org.uk](http://ico.org.uk).

## **11. Updates to This Policy**

We may update this policy from time to time. The latest version will always be available on our website.