

Privacy Statement



At The Property Log Book Company we are committed to protecting the privacy of our customers and the responsible management of personal information in accordance with the Data Protection Act 1998. Our relationship with you is valuable and we understand the importance you place on the privacy and security of information which personally identifies you. In that respect, and whether you are a first time visitor to our website or a regular user, we take your privacy seriously. Please read the following in order to learn more about our privacy policy and our information gathering and dissemination practices.

Please note that when you subscribe to our service and accept our online "Membership Terms and Conditions", by doing so you will be accepting the terms of this Privacy Statement (the terms of which are incorporated by reference into our "Membership Terms and Conditions").

Why we require your information

The Property Log Book Company provide a variety of on-line services, including an online enquiry form which collects personally identifiable information when you register with us and when you use our services. The Property Log Book Company use this information in order to customise the content you see on our pages, to fulfil your request for certain products and services, to communicate with you generally and to contact you about special offers, promotions or new events and services. If you no longer want to receive such information please contact us at enquiries@propertylogbook.co.uk. You do not need to provide us with personal data simply to browse our website.

What information do we collect?

We will collect information from you in the following circumstances:

Enquiry Form

Our enquiry form involves providing us with your name, address, telephone and fax number and e-mail address. We use this information to provide you with the service you have requested or to answer your queries.

Optional Information

We may request optional information from you on our registration forms. We request this optional information so that we may serve you better (e.g. to provide more tailored services) and so that we may understand our customers better (e.g. through internal research, data analysis, market research and product research). If we request this additional information from you we will identify it as optional.

Please note that we do not request "sensitive personal data" (as that term is defined in the Data Protection Act 1998), such as information on your ethnic background, the state of your health or religious beliefs, and we will not knowingly make this information available to third parties. Any such sensitive personal data about you should be deleted by you prior to you uploading any information about you into our online Property Log Book.

Job Opportunities

We advertise details of job opportunities with The Property Log Book Company on our website. If you apply for one of the available positions you are required to provide us with



contact details in order that we can get in touch with you. These details, together with the contents of your curriculum vitae, will be treated as confidential and will only be used for the purposes of considering you for a particular position. By completing our job application form you expressly consent to our processing your information in connection with your application. If you prefer not to send the application by the Internet you may print it out and post it to us at The Property Log Book Company Limited, 39 Castle Street, Edinburgh, EH2 3BH.

Website Usage Data

Our website keeps track of usage data, such as the source address that the page request is coming from (i.e. your IP address, domain name), date and time of the page request, the referring website (if any) and other parameters in the URL (e.g. search criteria). We use this data to better understand website usage so we know what areas of our website users prefer. This information is stored in log files and is used for aggregated and statistical reporting but is not attributed to you as an individual.

Security

We recognise industry standards and employ security safeguards to protect information from unauthorised access and misuse. We use the most accurate and current information you provide in order to process your request. Please help us to keep our records up to date by informing us of any changes to the details you have submitted. Furthermore, whenever you transmit sensitive information such as billing or credit card information to us through our website we provide you access to our secure server that allows encryption across the internet.

What information do we share?

There are times when we are required to share the information we learn from you with other parties. We do not sell or rent this information to others but will send personally identifiable information about you to other companies or people in the following situations:

Agents etc

The Property Log Book Company will share your information with professional advisors, strategic partners, survey and research organisations, companies and other individuals and organisations whom we employ to perform functions in certain situations on our behalf. Examples of these functions include delivering packages, sending postal mail, faxes and e-mail, providing marketing assistance in data analysis, handling credit card transactions, fulfilling orders, providing services, (including but not limited to careers and employment services) and following up on enquiries (including by phone, e-mail, post or fax). These persons have access to the personal information required in order to perform their functions.

Insurance providers, house builder organisations etc

In a number of instances our Property Log Book Service is made available in conjunction with a variety of organisations and their affiliates, such as insurance providers, house builder organisations or sponsors or other strategic partners, who wish to make our Property Log Book Service available to their members, customers, staff and/or affiliates. In such instance if you are a member, customer, member of staff or affiliate of such an organisation (or one of



their affiliates) then your personal data will be accessible by these organisations and their affiliates and you consent to this and our transferring your personal data to them.

Compliance with law

We will release personal information (without your consent) where we are required to by law or by the regulations and other rules (including auditing requirements) to which we are subject. We may also exchange information with other companies and organisations for fraud protection and credit risk reduction.

Consent

Other than in the above situations we shall endeavour to inform you if your personal information is to be made available to third parties and you will have the opportunity to decide not to share that information.

International Data Transfers

Given the nature of the various on-line services of The Property Log Book Company and the use of the Internet (including but not limited to email and use of the our website) in delivering these services to you, data will inevitably be transmitted on a global basis (including the transfer of that data to countries outside of the European Economic Area). Furthermore as we may from time to time outsource the provision of goods and/or services to organisations based outside of the European Economic Area, resulting in global data transfers being common place. By acceptance of this Privacy Statement (which happens when you subscribe to our service and accept our "Membership Terms and Conditions") you consent to your data being transferred outside of the European Economic Area.

Changes to Privacy Statement

We may edit this Privacy Statement from time to time. If we make any substantial changes we will notify you by posting a prominent announcement on our web pages. We however recommend that you review our Privacy Statement regularly.

Questions or suggestions

If you have any questions or suggestions regarding this Privacy Statement, have any concerns about the practices of our websites or believe we are not properly adhering to our Privacy Statement please contact us at enquiries@propertylogbook.co.uk. Should you at any time wish us to remove your personal details from our marketing database please contact us at The Property Log Book Company at enquiries@propertylogbook.co.uk.

Your rights

You have the right under the Data Protection Act 1998 if you apply to us in writing to ask for a copy of the personal information held by us in our records. We may charge a small fee for dealing with any such request. You also have the right to require us to correct any inaccuracies in your personal information. If you think we are holding personal information which is inaccurate then please email us at enquiries@propertylogbook.co.uk.