

PRIVACY POLICY

Adept Property Services is a trading name of AAH Management Ltd., company no. 07985942. "The Company" refers to AAH Management Ltd. T/A Adept Property Services.

1. Upon booking a service directly with The Company, as opposed to through a Letting or Sale Agent, the following information is taken:
 - a. Customer name and contact address
 - b. Contact telephone number and email address
 - c. Booking location address (if different from (a.))
 - d. Any required property access information
 - e. Which services are required
2. If a booking is made by a Letting or Sale Agent the only information taken is the booking location address, any required property access information and which services are required (items c, d and e above only).
3. Any information held by The Company, either in electronic or hard copy format is only available to the Director, employees and representatives of The Company for use in carrying out their work. All information is held securely at our offices within an email/calendaring system, and within property reports in MS Word and PDF formats, or temporarily in hard copy format (or on an electronic mobile device) outside of our offices to enable appointments to be carried out. Name and/or address information is also stored within individual invoices which are securely handled by a third-party accounting system provider (currently Kashflow).
4. Hard copy information is kept for a maximum of 12 months, and is securely disposed of after this time.
5. The information, as detailed in (1), is the minimum information required to enable us to carry out our services, and invoicing, and is for the sole use of The Company and is NOT passed to any other persons or companies. The information is also NOT used for any marketing or similar activities by The Company. The information is only held within emails, calendars, booking forms, invoices and reports specific to the booked service and is NOT stored in any spreadsheets or databases for any other purposes.
6. Any debit or credit card information (provided to The Company for purposes of service payment) is processed instantly and not stored either in hard copy or electronic form by The Company. Payment processing is carried out by a secure and reputable third party, currently PayPal Business. If instant processing is not available, the information will be temporarily stored in hard copy only for processing as soon as possible. Once processing is successfully completed this information will be immediately and securely destroyed.
7. To make changes to, or verbally check, information we currently hold about you please contact us by email at sales@adeptproperty.co.uk.
8. Our standard method of communication, and report delivery, is via email, or by telephone for more urgent matters. If you would prefer a different method of communication to be used, please inform us at time of booking.
9. You have the right to request a copy of any information that we currently hold about you. To receive such information please send your contact details including address, and payment of £10 (cheque made payable to 'AAH Management Ltd.') to cover administration expenses, to the following address:

Privacy

AAH Management Ltd.

Brayford, Newton Lane, Whiteparish, Salisbury, Wiltshire, SP5 2QQ