# Privacy Notice

## 1. Who we are and how to contact us

Slater Resolution Ltd ("SRL", "we", "us") is the data controller for personal information processed in connection with its surveying, dispute resolution and consultancy services, business administration and website.
Company: Slater Resolution Ltd | Director: Stuart Slater
Registered office: Second Floor, 130B High Street, Marlborough, Wiltshire, SN81LZ
Privacy enquiries: admin@slaterresolution.com | Website: www.slaterresolution.com
Information Commissioner's Office (ICO) registration number: C2057177.

## 2. Whose information we process

We may process information about clients, prospective clients, building and adjoining owners, occupiers, neighbours, contractors, professional advisers, mediation participants, suppliers and other people involved in an enquiry or instruction.

## 3. Information we collect and sources

Information may include names and contact details; property addresses and ownership/occupancy details; instructions, appointment documents and correspondence; inspection notes, schedules of condition, photographs and reports; meeting and dispute-related records; invoices and accounting details; and website enquiry information. We obtain information directly from individuals, clients, their representatives, other parties to an instruction and relevant public records. We may occasionally process sensitive information, such as accessibility or health-related details, where necessary and with an applicable lawful basis and additional condition.

## 4. Purposes and lawful bases

We use personal information to answer enquiries and prepare quotations; perform professional appointments; arrange and carry out inspections and meetings; prepare records and reports; communicate with relevant parties; manage complaints and conflicts; administer accounts; comply with legal and regulatory duties; and establish or defend legal claims.Depending on the circumstances, the lawful basis is performance of a contract, compliance with a legal obligation, or legitimate interests in operating and protecting a professional practice and delivering instructions. We rely on consent where legally required, including for certain non-essential cookies. Where special-category information is processed, an additional condition under UK data protection law must also apply.

**5. Mediation and confidentiality**
Information received during mediation may be subject to additional confidentiality requirements under the mediation agreement. We handle such information according to that agreement and applicable law, including any legally required or permitted disclosure.

**6. Sharing information**
We may share information where necessary with relevant property owners, occupiers, appointed surveyors, contractors, professional advisers, insurers, accountants, IT and cloud service providers, regulators, courts, dispute resolution bodies or public authorities. Sharing is limited to an appropriate purpose and lawful basis, with suitable safeguards for service providers acting on our behalf.

**7. International transfers**
Some website, email and cloud providers may process information outside the UK. Where required, we use an applicable adequacy arrangement, contractual safeguards or another lawful transfer mechanism.

**8. How long we retain information**
We retain personal information only for as long as reasonably necessary for the purpose collected, taking account of professional indemnity insurance, limitation periods, regulatory requirements, tax law, ongoing disputes and legal claims. Our intended retention schedule is:

| Record category | Normal retention period |
|---|---|
| **Party Wall Awards, schedules of condition, photographs and associated surveying files** | 15 years after completion |
| **Other surveying and consultancy files** | 15 years after completion |
| **General correspondence** | 6–15 years, depending on the related instruction |
| **Mediation case records** | Normally 6 years after closure, subject to the mediation agreement |
| **Accounting and tax records** | Generally 6 years, subject to applicable statutory rules |
| **Unsuccessful enquiries and quotations** | Normally 12 months after last contact |
| **Complaints and associated records** | Normally 6 years after closure |
| **Website contact-form submissions not becoming client files** | Normally 12 months |



Registered Office: Second Floor, 130B High Street, Marlborough,
Wiltshire, SN8 1LZ
www.slaterresolution.com
+44 (0)1672 216504

Company number: 17505973
Registered in England and Wales
VAT registration number: TBC

These are standard periods, not absolute deadlines. Records may be retained longer where reasonably necessary for a legal claim, ongoing matter or other applicable obligation, or deleted sooner where appropriate. Mediation records may be subject to more restrictive arrangements. We securely delete, destroy or anonymise information when retention is no longer justified.

**9. Information security**
We apply proportionate organisational and technical security measures, including access restrictions, secure devices and accounts, appropriate backup arrangements, and secure storage and disposal of documents.

**10. Your rights**
Subject to applicable legal conditions and exemptions, you may request access to, correction or erasure of personal information; restriction of processing; data portability; or object to certain processing. Where processing relies on consent, you may withdraw it. Please contact us using the details in section 1. We may need to verify your identity.

**11. Complaints**
Please contact us if you have concerns about how your information is handled. You may also complain to the Information Commissioner's Office (ICO), www.ico.org.uk, telephone 0303 123 1113. Complaints about our professional services are handled separately under our Complaints Handling Procedure.

**12. Website cookies**
Our Wix website uses technologies necessary for its operation and may use optional analytics or other cookies depending on the services enabled. We provide a cookie consent banner through which visitors can manage applicable non-essential cookies. Where consent is required, non-essential cookies should not be set before valid consent is obtained. The banner and related cookie information should reflect the actual technologies in use.

**13. Updates**
We may amend this notice when our activities, technology or legal obligations change. The latest version will be available on www.slaterresolution.com.

End.



Registered Office: Second Floor, 130B High Street, Marlborough,
Wiltshire, SN8 1LZ
www.slaterresolution.com
+44 (0)1672 216504

Company number: 17505973
Registered in England and Wales
VAT registration number: TBC