



PRIVACY POLICY MODEL FOR WEBSITE, ONLINE SYSTEM AND MOBILE APPLICATIONS

This privacy policy governs your use of the website, online (the “online system”) survey writing system created by Skyline Surveyors Ltd, and the accompanying SkySurvey application (the “Application”) for mobile devices.

The website is to inform and advise consumers, surveyors, users and others about the benefits, use and functionality of the online system and the Application.

The online system is to assist surveyors and inspectors in the preparation, writing and delivery of survey inspection, and other, reports.

The Application is to assist surveyors and inspectors in the gathering of photographic and other data while on site through the use of tablets, phones and other mobile devices.

What information do the website, online system and the Application obtain and how is it used?

User Provided Information

The website uses information you provide within contact forms available on the website and only for the purposes about which you have requested information or direct contact, or for purposes directly associated with those about which you have enquired.

The online system uses information you have previously provided at the time of registration, and subsequently.

The Application obtains and uses information that you have previously provided at the time of registration, or subsequently, for the online system.

When you register with us for a user account and gain access to the online system and the Application you provide us with information, including your name, physical address, email address, telephone number, company, and other contact information, and we provide you with login information to enable you to use the online system and the Application and make purchases as necessary. You also provide images of your personal signature, and company and professional logos. When you use the online system and the Application we record the dates and times of your use, crash data and logs, the information, including text, images, audio and voice files that you input and upload, what account credit payments are made, for how much and when, and other information that you enter into our system such as details of individual projects. Project-specific information may include property addresses and other publicly or privately available information specific to an individual property, client or customer names, and other details, images or files. We may also record data relating to support or customer service requests, feedback and usage statistics.

Note that we do not record or store any credit card information within our systems, nor do we share with any third party any information related to your individual payments unless for the specific purpose of providing you with the services of the online system or Application.



We will use the information you provide to:-

- a. Create, deliver, develop, provide and manage the website, online system and the Application.
- b. Contact you, from time to time, to provide you with important information including, required notices, marketing promotions, training and technical updates and support.
- c. Provide information about goods or services that you have requested or for good and services directly associated with those about which you have enquired or which, we believe, will be of direct interest to you.

What information we do not record

Neither the website, online system nor the Application record or retain information associated with ethnicity, religion, sexual orientation, gender, pregnancy, childbirth, disability, philosophical beliefs, trade union membership, political opinion, genetic or biometric data, or Covid-19 contact tracing and/or status.

Automatically Collected Information

The Application may collect certain information automatically, including, but not limited to, individual user identity, the type of mobile device you use, your mobile devices unique device ID, the IP address of your mobile device, your mobile operating system, the type of mobile Internet browsers you use, and information about the way you use the Application.

Does the Application collect precise real time location information of the device or track users in other ways?

This Application does not collect precise information about the location of your mobile device, and no data is shared with any third-party for the purposes of targeted advertising, advertising measurement purposes, or use by a data broker.

Do third parties see and/or have access to information obtained by the online system or the Application?

Aggregated and anonymised data may periodically be transmitted to external services to help us improve the Application, website and our online service. We will share your information with third parties only in the ways that are described in this privacy statement.

We may disclose User Provided and Automatically Collected Information:

- as required by law to comply with legal process;
- when we believe in good faith that disclosure is necessary to protect our rights, protect your safety or the safety of others, investigate fraud, or respond to a Government request



- with our trusted services providers who work on our behalf, do not have an independent use of the information we disclose to them, and have agreed to adhere to the rules set forth in this privacy statement.
- if Skyline Surveyors Ltd is involved in a merger, acquisition, or sale of all or a portion of its assets, you will be notified via email and/or a prominent notice on our website of any change in ownership or uses of this information, as well as any choices you may have regarding this information.

Gathering and use of other data and use of the website

Skyline Surveyors ltd does not:-

Gather, store, share or use data collected via the website other than for the purposes identified within the website and/or requested by a visitor to the website.

Collect or store IP addresses, locations, or device information of those visiting the website.

Information provided by visitors to the website within contact forms is only used for the purposes for which it is provided, is not recorded for purposes other than for those services offered, and is not shared with third-parties unless at the request or approval of the provider of that information.

What are my opt-out rights?

You can stop all collection of information by the Application easily by uninstalling the Application. You may use the standard uninstall processes as may be available as part of your mobile device or via the mobile application marketplace or network. You can also request to opt-out via email, at info@skylinesurveyors.co.uk

This will terminate your access to the Application.

You can stop all collection of information by the online system by requesting to opt-out via email, at info@skylinesurveyors.co.uk

This may terminate your access to the online system and the Application.

Data Retention Policy, Managing Your Information

We will retain data provided by those visiting our website for the purposes of responding to enquiries and for up to 24 months thereafter.

We will retain User Provided data for as long as you use the online system and Application and for a reasonable time thereafter. We will retain Automatically Collected information for up to 24 months and thereafter may store it in aggregate. If you'd like us to delete User Provided Data that you have provided via the online system or the Application, please contact us at info@skylinesurveyors.co.uk and we will respond in a reasonable time. Please note that some or all of the User Provided Data may be required in order for the online system and the Application to function properly.



Children

We do not use the online system or the Application to knowingly solicit data from or market to children under the age of 18. If a parent or guardian becomes aware that his or her child has provided us with information without their consent, he or she should contact us at info@skylinesurveyors.co.uk. We will delete such information from our files within a reasonable time.

Security

We are concerned about safeguarding the confidentiality of your information. We provide physical, electronic, and procedural safeguards to protect information we process and maintain. For example, we limit access to this information to authorised employees and contractors who need to know that information in order to operate, develop or improve our onsite system and Application. Please be aware that, although we endeavor provide reasonable security for information we process and maintain, no security system can prevent all potential security breaches.

Changes

This Privacy Policy may be updated from time to time for any reason. We will notify you of any changes to our Privacy Policy by posting the new Privacy Policy on our website and informing you via email as necessary. You are advised to consult this Privacy Policy regularly for any changes, as continued use is deemed approval of all changes.

Your Consent

By using the online system and the Application, you are consenting to our processing of your information as set forth in this Privacy Policy now and as amended by us. "Processing," means using cookies on a computer/hand held device or using or touching information in any way, including, but not limited to, collecting, storing, deleting, using, combining and disclosing information, all of which activities will take place in the United Kingdom. If you reside outside the United Kingdom your information will be transferred, processed and stored there under United Kingdom privacy standards.

Contact us

If you have any questions regarding privacy while using the online system or the Application, or have questions about our practices, please contact us via email at info@skylinesurveyors.co.uk