

1. INTRODUCTION

Excel Party Wall Surveyors Limited is committed to maintaining robust privacy protections. Our Privacy Policy describes how Excel PWS Limited (“Excel PWS”, “the company”, “we”, “us”, “our”) processes any personal data when using our “Service” or “Services”. This Policy is designed to explain how we collect, use and safeguard the information you provide to us in accordance with the General Data Protection Regulation (“GDPR”). The GDPR legislation protects the unlawful processing of personal data to strengthen and protect the rights of users. GDPR does not apply to information already held in the public domain. Excel PWS is registered with the Information Commissioners Office, registration number ZA158243.

2. INFORMATION THAT WE MAY COLLECT

Excel PWS collects two types of information, “Non-Personal Information” and “Personal Information.”

Personal Information: At Excel PWS, we hold data on file for each client and related project. This data contains information that you have submitted to us, or we have had to obtain in order for us to carry out our Services. We may also require some Personal Information for accounting purposes. Personal Information also includes your contact information, which you submit to us through the contact section of our website or otherwise.

Non-Personal Information: We may collect limited non-personal digital data when you visit our website and social media platforms. Non-Personal Information includes information that cannot be used to personally identify you, such as anonymous usage data, general demographic information we may collect, referring/ exit pages and URLs, platform types, preferences you submit and preferences that are generated based on the data you submit and number of clicks. We mainly use Non-Personal Information in the form of ‘cookies’ to help us improve, track trends and analyse user patterns on our website. Cookies enable Excel PWS to analyse website traffic and to see which areas of the website you have visited.

3. USE OF INFORMATION

Excel PWS may use personal data collected to operate services on the instruction of clients. Excel PWS may forward your Personal Information to third parties that have been employed by us to undertake work on our behalf. We require any such companies to comply fully with the GDPR legalisation.

Personal Information you provide to us is also used to help us communicate with you. For example, we use Personal Information to contact users in response to questions and inform users about our Services.

Excel PWS will not sell, trade, rent or otherwise share for marketing purposes your Personal Information with third parties without your consent. We may share Personal Information with vendors who are performing services for the Company, such as the servers for our email communications who are provided access to user’s email address for purposes of sending emails from us. Those vendors use your personal information only at our direction and in accordance with our Privacy Policy.

We track information using cookies, or small text files which include an anonymous unique identifier. Cookies are sent to a user’s browser from our servers and are stored on the user’s computer hard drive. Sending a cookie to a user’s browser enables us to collect Non-Personal information about that user and keep a record of the user’s preferences when utilising our

services, both on an individual and aggregate basis. We may use both persistent and session cookies; persistent cookies remain on your computer after you close your session and until you delete them, while session cookies expire when you close your browser.

You will have seen a pop up, when visiting our website (www.excel-pws.co.uk) asking for your consent to the use of cookies. You may not see this notice each time you visit so should you wish to withdraw your consent, you can do so by disabling them in your browser.

In the event Excel PWS undergoes a business transaction such as a merger, acquisition by another company, or sale of all or a portion of our assets, your Personal Information may be among the assets transferred. You acknowledge and consent that such transfers may occur and are permitted by this Privacy Policy, and that any acquirer of our assets may continue to process your Personal Information as set forth in this Privacy Policy. If our information practices change at any time in the future, we will post the Policy changes to our website so that you may opt out of the new information practices.

4. HOW WE PROTECT INFORMATION

We implement security measures designed to protect your information from unauthorised access. We further protect your information from potential security breaches by implementing certain technological security measures including encryption, firewalls and such like. However, these measures do not guarantee that your information will not be accessed, disclosed, altered or destroyed by breach of such firewalls and secure server software. By using our service, you acknowledge that you understand and agree to assume these risks.

5. YOUR RIGHTS REGARDING THE USE OF YOUR PERSONAL INFORMATION

You have the right at any time to prevent us from contacting you for marketing purposes. When we send communication to a user, the user can opt out of further promotional communications by following any unsubscribe instructions provided in each promotional e-mail or by contacting us directly on info@excel-pws.co.uk. You can also indicate that you do not wish to receive marketing communications from us. Please note that notwithstanding the promotional preferences you indicate by either unsubscribing or opting out, we may continue to send you administrative emails including, for example, periodic updates to our Privacy Policy.

6. RETENTION POLICY

Excel PWS will only continue to store Personal Information as necessary under the requirements of the case, project or contract as appropriate in the circumstances. After a case, project or contract is completed, we will continue to store Personal Information for a maximum of five years. In the case of adjudications, we do not store information in respect of the same for longer than one year after completion of the adjudicator's decision. In the case of matters in litigation or tribunal, subject to the maximum period as aforesaid, we normally delete information upon receipt of notification of the conclusion of the litigation or tribunal. We undertake additional security measures to destroy Personal Information. As we operate on a paperless system, we do not store any data in printed form.

7. LINKS TO OTHER WEBSITES

As part of the Service, we may provide links to or compatibility with other websites or applications. However, we are not responsible for the privacy practices employed by those websites or the information or content they contain. This Privacy Policy applies solely to

information collected by us through our website and the Services. Therefore, this Privacy Policy does not apply to your use of a third-party website accessed by selecting a link on our Site or via our Services. To the extent that you access or use the Services through or on another website or application, then the privacy policy of that other website or application will apply to your access or use of that site or application. We encourage our users to read the privacy statements of other websites before proceeding to use them.

8. DATA STORAGE

Data is solely stored within our email server or online cloud storage system or business support software.

9. CONSENT

By accepting our Privacy Policy, you are consenting to Excel PWS processing your data as described in this Privacy Policy. If you would like to withdraw your consent, please email info@excel-pws.co.uk.

10. CHANGES TO OUR PRIVACY POLICY

This Policy may be subject to change in future at any time, in line with legislation. This Privacy Policy was last updated on 1st September 2026.

11. CONTACT US

If you have any questions regarding this Privacy Policy, please contact us by sending an email to info@excel-pws.co.uk.

12. SUBJECT ACCESS REQUESTS

We collect and process data relating as above. We are committed to being transparent about how we collect and use data and in meeting data protection obligations. As a data subject, you have a legal right, under EU Regulation 2016/679 General Data Protection Regulation ("GDPR") to find out about our use of your personal data as follows:

- Confirmation that your personal data is being processed by us;
- Access to your personal data;
- How we use your personal data and why;
- Details of any sharing or transfers of your personal data;
- How long we hold your personal data;
- Details of your rights under the GDPR including, but not limited to, your rights to withdraw your consent to our use of your personal data at any time and/or to object to our processing of it.

No fee is payable under normal circumstances. We reserve the right to charge a reasonable fee for requests that are manifestly unfounded, excessive, or repetitive. Such charges will be based only on the administrative cost that we will incur in order to respond. Please complete the required information overleaf and return it to us email. You do not have to use this form and may instead write to us using the same contact details.

After receiving your subject access request, we may contact you to request additional supporting information and/or proof of your identity. This helps us to safeguard your privacy and personal data. We will respond to all subject access requests within one month of receipt and will aim to provide all required information to you within the same period. If we require more information from you, or if your request is unusually complicated, we may require more time and will inform you accordingly.

SUBJECT ACCESS REQUEST FORM

Your Details:

Title:	
Forename(s):	
Surname:	
Address:	
Telephone Number:	
Email Address:	

INFORMATION BEING REQUESTED

Please provide specific details (along with any relevant dates) of the information being requested and any additional information that may help us to locate your personal data and to confirm your identity.

By completing this form, you are making a subject access request under the GDPR for personal data collected, processed, and held about you by us that you are entitled to receive.

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DECLARATION

By signing below, you confirm that you are the data subject named in this Subject Access Request Form. You warrant that you are the individual named and will fully indemnify Somerset Consult for all losses and expenses incurred if you are not. We cannot accept requests in respect of your personal data from anyone else, including members of your family.

Name:	
Signature:	
Date:	