

PRIVACY POLICY

Welcome to the Privacy Policy for **Alexanderstock Professional Snagging Services** ("we", "us", or "our").

This policy applies to information collected through our website (**as-prosnag.com**), our Instagram account (**@asprosnag**), and any related communications. We are committed to protecting your personal data and complying with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

1. Information We Collect

We collect data to provide our snagging services effectively. This may include:

- **Identity & Contact Data:** Your name, billing address, email address, phone number, and the address of the property to be inspected.
- **Transaction Data:** Details about payments to and from you, and other details of services you have purchased from us (payment processing is handled securely by third-party providers; we do not store full credit card details).
- **Communication Data:** Records of your inquiries, emails, direct messages via Instagram (**@asprosnag**), and any snagging reports we generate for you.
- **Technical Data:** Internet protocol (IP) address, browser type, and operating system collected automatically when you use our website.

2. How We Use Your Data

We will only use your personal data when the law allows us to. Most commonly, we use it to:

- **Perform a Contract:** To schedule and complete snagging inspections, deliver your snagging report, and manage payments.
- **Communicate:** To respond to your inquiries via our website or social media.
- **Legitimate Interests:** To improve our website, marketing, and customer service.
- **Legal Obligation:** To keep financial and tax records as required by UK law.

3. Data Sharing and Third Parties

We do not sell your personal data. We may share your data with:

- **Service Providers:** IT support, cloud storage providers, and payment processors.
- **Developers/Builders:** We will only share our snagging reports directly with your property developer or builder if you explicitly instruct us to do so.
- **Legal Authorities:** If required by law or to protect our legal rights.

4. Data Security and Retention

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used, or accessed in an unauthorized way. We will only retain your personal data for as long as necessary to fulfill the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

5. Your Legal Rights

Under the UK GDPR, you have the right to:

- **Request access** to your personal data.
- **Request correction** of incomplete or inaccurate data.
- **Request erasure** of your personal data (subject to legal retention requirements).
- **Object to processing** or request restriction of processing.
- **Request transfer** of your data.

To exercise any of these rights, please contact us at your designated contact email.