

RICS RVO India Privacy Policy

This RICS RVO India Privacy Policy (“Policy”) provides information on how RICS RVO India and any of its subsidiaries, or their subsidiaries, affiliates overseas companies, branches or representative offices (“RICS RVO India”) and any third party providers, including RICS (Royal Institution of Chartered Surveyors) collect, use, secure, transfer and share your information. We comply with relevant data protection legislation in India.

We may review this policy from time to time so please check for updates. If you have any questions about this privacy policy, or the way we process personal data, please send an email to RVOIndia@rics.org. Alternatively, you can write to RICS RVO India, Block B, Vatika Atrium, Sector 53, Gurgaon, Haryan, 122002.

Who we are

We're the registered valuer organization promoting and enforcing the highest global standards in the valuation of land, real estate, construction and infrastructure. Find out more about [RICS RVO India](#).

We are registered as a company under section 8 of the Companies Act, 2013 (18 of 2013) with our registered office situated at Block B, Vatika Atrium, Sector 53, Gurgaon, Haryan, 122002.

How do we collect information from you

We collect information from you in the following ways:

- through our websites, including forms and cookies (please refer to the relevant cookie notice for further details)
- email, post, fax and mail correspondence with us
- contact via phone
- our social media channels
- application and request forms by post
- in-person contacts with RICS RVO India
- employees, members, affiliates
- information we gathered via events,
- information RICS may share with us, and
- information we receive from external third parties.

Each time we collect personal data from you electronically we will include a link to this privacy policy, so you understand how your data might be used. We will also give you the opportunity to opt-in or out of certain data uses by us.

How you send information to us is your choice but please be aware that some methods are not secure. If you are unsure how you should send confidential data to us, please contact us and we may be able to help you.

What types of information we collect from you and why we collect it

We will collect different kinds of information from you depending on our relationship with you:

- We will collect the data we need to administer memberships.
- We will collect the data required under the law, as it may be amended from time to time, to comply with our obligations as a Registered Valuer Organization, including the requirements of

the Companies Act, 2013 and 'The Companies (Registered Valuers and Valuation) Rules, 2017.'

- To protect the public and to carry out our regulatory duties effectively, we will collect information about members and firms relating to their working practices. It may be necessary to do this without informing members or firms in certain circumstances. This data may also be collected as part of regulatory visits.
- We will collect the information we need to provide you with the products and services you have requested from us.
- We will collect information we need to arrange events and the administration of events. This is likely to include dietary requirements and any other pertinent information related to your requirements.
- If we receive a complaint or query from members or members of the public, we will collect the data required to consider the complaint or query effectively.
- If you apply for a job at RICS RVO India we will collect enough data to process your application.

How is your information used

We will use your data in accordance with the law. The below sections outline how your data will be used.

The following activities we will carry out only with your opt-in consent:

- Sharing your contact details with third parties for general marketing purposes
- Using your contact details to send you marketing data, if you haven't bought a product or service from us
- Using your contact details to tell you about membership opportunities.

We will use your data in the following ways unless you opt-out or object:

- We may use your contact details to send you marketing messages, if you have bought a product or service from us. This includes subscriptions and registering as a member.
- For members we may offer special member benefits including discounts and offers from third parties. When you register as a member with RICS RVO India, you will be automatically enrolled onto this scheme, so you can benefit from any discounts and offers from third parties. Member contact details will be shared with third parties, so these benefits can be offered. This is in the legitimate interest of RICS RVO India and its members and you will be given the opportunity to opt-out of the scheme at the time of registration and at any time by changing your preferences.
- We may use your contact details to send you surveys and other research material carried out in the legitimate interest of RICS RVO India (e.g. to improve the services that we offer).

Should you provide personal data to us, there are circumstances when we will use it whether you provide us with consent or not. This is likely to be the case where we need to use your data to provide you with services you have requested from us (such as processing payments or delivering products), where we need to process the data for regulatory purposes or any other legal reason. The below lists some of the ways we may use data without your consent:

- We may publish information related to RICS RVO India disciplinary hearings in the public domain
- We will use the personal data of members to administer their accounts and membership

- We will send information to members about the operations of RICS RVO India
- We will send reminders to members about their CPD requirements
- We will use member data to maintain the RICS RVO India register of members
- We will send practice and guidance notes to members
- We may share the personal data of our members with other regulatory/statutory bodies or public bodies where there is a legal basis to do so
- We may share the personal data of our members with their employers in circumstances where it will support regulatory activity, the enforcement of professional standards or the effective management of membership
- We will share personal data with a third party or the public if required to do so by law.
- We may share your data with appropriate third parties when undertaking our regulatory activities. This includes sharing your data with the RICS (the Royal Institution of Chartered Surveyors), or other third parties with whom we have service agreements to conduct regulatory and other activities. This may also include sharing your data with subject matter experts external to RICS RVO India and other members of the public if we need to confirm facts as part of an investigation.
- If you make a complaint we will process your data to address any concerns effectively. We may need to do this even if you change your mind where we have a responsibility to protect the public. This includes complaints through our regulatory team.
- If you contact us and provide us with your personal data as part of a query we will keep a record of those details.
- If you are a member of a board or committee associated with RICS RVO India, we will process your data to ensure the effective running of the board or committee
- We may share member data with assessors, counsellors and supervisors where required to ensure appropriate working practices and to provide required support.

Who has access to your information

Employees of RICS RVO India will have access to your personal data where it is needed to carry out a specific task. RICS will also have access to your personal data to perform functions including administering membership, regulation, IT, finance, and other services. Those service agreements will have appropriate terms to protect your data.

On occasion we may use third parties to process personal data on our behalf (data processors), if we do this we will use carefully selected data processors and ensure we have appropriate contracts in place to protect your data.

In the 'How is your information used?' section it describes circumstances in which other parties may be given access to your data, this includes other regulatory/statutory bodies and public authorities such as the police and IBBI. We may also share your data with third party experts when getting an opinion as part of a regulatory investigation.

If you are a member and have not opted out of receiving special member benefits through any scheme we create, your personal data will be shared with the third parties offering discounts and services to members of RICS RVO India.

We may share your data with third parties for marketing purposes where you have consented for us to do so.

Profiling

We may analyse your personal information to create a profile of your interests and preferences so that we can contact you with information relevant to you. We may make use of additional information about you when it is available from external sources to help us do this effectively.

You have the right to stop us analysing your personal data for marketing purposes. If you wish to do this, please send your request to RVOIndia@rics.org.

Your choice and rights

By submitting your data including personal data, you acknowledge that You have read and understood this privacy policy and agree to the use of your data as set out here.

You are not obligated to provide any requested information to us but failing to do so may result in not being able to proceed with your requirement.

You have a right to access the personal data we hold about you. You may ask us to rectify or erase the personal data we hold about you or to restrict the processing we carry out. You can also object to the way we are processing your personal data.

In some cases, we may not fully comply with your request. For example, if you request access to your personal data in relation to an ongoing investigation we may not provide it to you. This is because it could affect the outcome of the case.

To submit a question about the way we process your data or to enforce your above rights please contact RVOIndia@rics.org with your request.

We would always ask that you contact us first if you have any complaints about the way we are processing your personal data.

How you can access and update your information

If you wish to access or update data about you, you can submit a request for access or to update to RVOIndia@rics.org.

Security Precautions

We take the security of your data seriously. RICS RVO India has entered a service agreement with RICS, who has information security management systems in place and have attained the Cyber Essentials certification. Details of the certification can be found on the [Cyber Essentials](#) website (certificate number IASME-A-05914).

Where is your personal data processed

RICS RVO India is headquartered in India. RICS, who will perform services for RICS RVO India pursuant to agreements, has its global headquarters in the UK and regional headquarters in Singapore. Those three locations are where your personal data will be processed. Where your personal data is processed in another location, this will be done so in accordance with the relevant law to protect your data protection rights.

Under 16

The products and services provided by RICS RVO India are intended for individuals over the age of 16. If you are aged 16 or under, please get your parent/guardian's permission before you provide us with personal information.

Cookie Policy

We use cookies on our websites to manage the operation and performance of our sites.

The RICS RVO India website is hosted by RICS under a service agreement. The RICS site (and all websites which are covered by this Policy) incorporates the use of cookies. Cookies are small data text files that are placed on your computer when you visit a website. Cookies help to make websites work efficiently and provide information about how the website is used.

When you visit www.rics.org/rvoindia and other RICS RVO India websites linked to this Policy, RICS RVO India and RICS will use cookies to collect standard internet log information and visit behavioural patterns. Cookies automatically identify your browser whenever you interact with the site. This helps RICS RVO India and RICS to make the site more responsive to your needs and to track and manage information relevant to your specific interests. Most web browsers allow some control of most cookies through the browser settings. It is possible to set your browser to inform you when a cookie is being placed. This way you have the opportunity to decide whether to accept the cookie.

To find out more about cookies, including how to see what cookies have been set and how you can manage or delete them, visit www.allaboutcookies.org.

You can opt out of being tracked by Google Analytics across all websites by visiting <https://tools.google.com/dlpage/gaoptout>.

The rics.org website uses the Google AdWords remarketing service to advertise on third party websites (including Google) to previous visitors to the site. It could mean that RICS advertise to previous visitors who haven't completed a task on the site, for example using the contact form to make an enquiry. This could be in the form of an advertisement on the Google search results page, or a site in the Google Display Network. Third-party vendors, including Google, use cookies to serve ads based on someone's past visits to the RICS.org website. Of course, any data collected will be used in accordance with RICS RVO India and RICS privacy policy and Google's privacy policy.

You can set preferences for how Google advertises to you using the [Google Ad Preferences page](#), and if you want to you can [opt out of interest-based advertising entirely by cookie settings](#) or [permanently using a browser plugin](#).

You should note that if you do not accept the cookies or subsequently choose to disable cookies, you may not be able to access all the services on our site. We also note that one of the cookies we use is essential for parts of the site to operate and has already been set.

Review of RICS RVO India Privacy Policy

This Policy was last reviewed in November 2018. The content of the policy may be reviewed and changed without prior notice, please visit the policy for any changes.

Please write to RICS RVO India if you:

- a) have any questions about how RICS RVO India collects and uses your information
- b) want to access the information RICS RVO India hold about you
- c) address any concerns about the information you have provided RICS RVO India or
- d) have any complaints about how RICS RVO India uses your information.

RICS RVO India

Block B, Vatika Atrium, Sector 53, Gurgaon, Haryana, 122002.