Privacy and Cookies Notice

How we use your personal information

Document control	
Company	Assessment Hive Limited, Lucas End Farm, Crouch Lane, Goffs Oak, Waltham Cross, Hertfordshire, EN7 6TH
Company number	11978321
Owner	Andrew Andreou, Chief Compliance Officer
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1. Who we are

This notice explains how Assessment Hive Limited ("we", "us") collects and uses personal information when you use our services, contact us or visit our website. We are the data controller for this information and are registered with the Information Commissioner's Office.

Contact: Andrew Andreou, Chief Compliance Officer, Assessment Hive Limited, Lucas End Farm, Crouch Lane, Goffs Oak, Waltham Cross, Hertfordshire, EN7 6TH. Telephone 020 3745 1093. Email info@assessmenthive.co.uk.

2. What we collect

- **Contact details:** your name, address, email address, phone number and, for business customers, company name and job title
- **Property information:** the property address, plans and specifications you send us, and photographs, measurements and notes taken during a visit
- **Order details:** the services you order, your reports, certificates and searches, and our correspondence with you
- **Search details:** buyer and seller names and property details needed to order searches
- **Payment details:** invoices and payments (we do not store card details)
- **Website data:** how you use our website, collected through cookies if you agree (see Cookies below)

If you give us information about someone else, such as an occupier or tenant, please make sure they know you are sharing it with us.

3. How we use it

Purpose	Lawful basis
Providing quotes, booking visits, carrying out and delivering the services you order, and invoicing	Performing our contract with you
Lodging certificates and keeping evidence our accreditation schemes and the law require	Legal obligation
Answering queries and complaints, and keeping records	Legitimate interests
Reminding you when a certificate is due to expire, and sending news about similar services	Legitimate interests (existing customers), or your consent
Understanding how our website is used	Your consent

4. Who we share it with

We only share your information where needed to provide our services, where the law requires it, or with your agreement. We never sell it. Depending on the service, we share it with:

- our property search compilers, all registered with the Property Codes Compliance Board, and through them local authorities, water companies and other data holders
- Elmhurst Energy and Quidos, our accreditation schemes, for lodging and quality checks
- the government EPC register: EPCs are publicly available by law
- HM Land Registry, for plans and title information
- service providers who support our business, such as our IT provider, Microsoft 365, our case management system, our email marketing service and our website analytics provider
- anyone working on our behalf to carry out your order

Some of our service providers may store information outside the UK. Where they do, it is protected by safeguards recognised under UK law.

5. How long we keep it

We keep your information only as long as we need it. Search records are kept for at least 6 years, energy and plan records for as long as our accreditation schemes require, complaint records for 7 years and accounting records for 6 years. Enquiries that do not lead to an order are deleted after 2 years. Information is then deleted securely.

6. How we protect it

We use secure, professionally managed systems with encryption, multi-factor authentication and daily backups. Access is limited to the people who need it, and everyone who works for us is trained in data protection.

7. Your rights

You have the right to ask for a copy of your information, to have it corrected or deleted, to restrict or object to how we use it, to receive it in a portable format, and to withdraw consent at any time. Contact us using the details under Who we are. We will respond within one month, free of charge. Certificates lodged on a public register cannot be removed by us.

8. Marketing

We only send marketing emails with your consent or, if you are a customer, about similar services. Every email includes an unsubscribe link, and you can opt out at any time by contacting us.

9. Cookies

Cookies are small files placed on your device when you visit a website. Our website uses:

Type	What it does	Your choice
Strictly necessary	Make the website work, for example remembering your cookie choices	Always on
Analytics	Tell us how visitors use the website so we can improve it. Our analytics are provided by Add People.	Only with your consent
Third party	Placed by services embedded in our pages, such as maps or videos	Only with your consent

When you first visit our website, you can accept or decline non-essential cookies, and change your choice at any time through the cookie settings link. You can also block or delete cookies in your browser settings, although some parts of the website may not work properly.

10. Complaints

If you have a concern about how we use your information, please contact us first so we can put it right. You also have the right to complain to the Information Commissioner's Office at ico.org.uk or on 0303 123 1113.

11. Changes to this notice

We review this notice every year and update it when our services or the law change. Last reviewed: November 2026.