

# PRIVACY POLICY

Collecting personal information is necessary if we are to fulfil our professional obligations and meet industry expectations. This Privacy Policy hereby outlines the practises and conduct of Collins and Butler when handling private and sensitive data. We are committed to protecting and respecting your privacy, whilst providing a personalized and professional service.

The information we collect about you is provided by completing a form on our website, a form on a property portal, or, by corresponding with us via phone, email, in person, via social media, or otherwise.

Before you disclose to us personal information of another person, you must obtain that person's consent to both the disclosure and the processing of that personal information in accordance with the terms of Privacy Policy. For the purpose of UK data protection law, the data controller is Collins and Butler.

## **Acceptance**

By engaging the services of Collins and Butler or by corresponding with us, you are accepting and consenting to the practices described in this Privacy Policy.

We will only seek to collect data that is industry pertinent and relevant to the service that you require. This information is also required to help ensure our staff are safe when attending external appointments such as viewings and market appraisals; for example, contact details for the client or customer, including a residential address.

## **Use of Data**

Personal information collected by Collins and Butler is used to provide estate and letting agency services and for legitimate business interests only.

Personal information such as your name, address and contact details will not be disclosed to any third party without your prior permission other than as stated below. Information collected by Collins and Butler may be shared in confidence between all members of our staff.

### **In the case of Applicants (Sales & Lettings)**

We may share your name and financial circumstances to our Vendor/Landlord when arranging a viewing.

### **In the case of Lettings (Tenants & Landlords)**

Personal information may be shared with, but not limited to; tenant referencing agencies, other estate agents or landlords, contractors and property maintenance contractors, gas and electrical contractors, AML referencing agents, utility companies and insurance providers.

## **In the case of Sales (Purchasers & Vendors)**

Personal information may be shared with, but not limited to; Solicitors/Conveyancers, Surveyors, Financial/Mortgage advisors, other estate agents involved in a chain, property developers where a purchase is agreed, AML referencing agents, contractors and property maintenance contractors.

## **Data Retention**

Our completed Sales and Rentals files will be kept for a period of 7 years as required by the Ombudsman of Estate Agents. Personal information collected for Applicants, Landlords and Vendors, as well as property particulars, may be kept for period far greater, for the purpose of retaining long standing client relationships and property information.

## **Access to, amending and deleting of Personal Information**

If you would like to know what personal information Collins and Butler holds about you, you may make a request Collins and Butler for copies of this information. Proof of identity may be required before processing any such request (known as a 'subject access request'). You may contact us at any time requesting amendments to certain personal information or to the service that we're providing that you consider to be incorrect or irrelevant or to request that we block, erase or otherwise remove your personal information. If requested, Collins and Butler will use all reasonable efforts to supply, correct or delete information about you on file.

## **Storage and Security of Information**

Collins and Butler are committed to protecting your privacy. We follow strict security procedures to ensure that your personal information is not damaged, destroyed, or disclosed to a third party without your permission, and to prevent unauthorised access. All information you provide to us is stored in the UK on our secure (password and firewall protected) servers and all paper-based information is securely stored in the UK. Unfortunately, the transmission of information via the internet is not completely secure and so we cannot guarantee the security of any data sent over the internet between your Device and our server. Any such data transmission is at your own risk.

## **Your Rights**

Any personal information submitted is treated in accordance with the Data Protection Act 1998 and the update of 25th May 2018 to the new GDPR . To find out more about your entitlements under this legislation, visit the Information Commissioner's web site at [www.gov.uk/data-protection](http://www.gov.uk/data-protection), or read the Act online at <https://www.legislation.gov.uk/ukpga/1998/29/contents>.

If you would like to review or revise information you have previously provided to us, or you have any questions relating to this Privacy Policy, please do not hesitate to contact us.

You have the right to request a copy of all data held and also request to removal of such data assuming that it does not have to be held to comply with other regulations.

You have the right to complain to the ICO if you believe we have not acted according to the regulations.