

| | Personal Information Required | Why We Hold The Data | How Long We Hold The Data For | Where We Store The Data | Businesses We May Pass Information To | Who We Receive Data From | Regular Marketing Communication | Ability To Opt-Out | Ability To Remove |
|-------------------------------------|--|---|--|---|--|--|---|--------------------|-------------------|
| Property Buyer - Residential Sales | Name, address, email, telephone number (s) | Client contact | Whilst active | Paper files locked in cabinets or in alarmed offices. Password protected CRM | Mortgage, solicitor and removal firms - prior consent is obtained. Property data feed providers. Integrated Interest (email marketing). Property seller and other agents in the chain - when necessary | Website Provider (Homeflow). Property Portals. Professional Referrals. Inter-office referrals. Integrated Interest (email marketing) | Property news. Cross - selling of relevant services | Yes | Yes |
| | Financial information | Proof of finances when necessary | During the purchase. Once complete this is held in an alarmed office for approx. 3 years, then securely held for 7 years at secure space storage | | IT Support | | | | |
| | Solicitors details | When purchasing | | | Other agents in the chain. Other solicitors in the chain. Seller - when necessary | | | | |
| | Address ID and or photo ID. | Money Laundering Act. Biometric Residence Permit (where applicable) | | | | | | | |
| Property Seller - Residential Sales | Name, address, email, telephone number (s) | Client contact | Whilst active | Password protected CRM system. Paper files locked in cabinets or in alarmed offices | Mortgage, solicitor and removal firms - prior consent is obtained. Integrated Interest (email marketing). Property buyer - when necessary. Other agents in the chain - when necessary | Website Provider (Homeflow). Property Portals. Professional Referrals. Inter-office referrals. Integrated Interest (email marketing) | Property news. Cross - selling of relevant services | Yes | Yes |
| | Property questionnaire | Material Information (Trading Standards). Consumer Protection. Misrepresentation Act Proof of finances when necessary | During the purchase. Once complete this is held in an alarmed office for approx. 3 years, then securely | | IT Support | | | | |
| | Financial information | When selling | | | Other agents in the chain. Other solicitors in the chain. Buyer when necessary | | | | |
| | Solicitors details | Legal requirement Signed Terms of Business | | | | | | | |
| | EPC Signature | | | | | | | | |

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|------------------------------|--|---------------------------------------|---|---|--|--|---|-----|-----|
| | Property keys | By prior arrangement | held for 7 years at secure space storage | Keys in alarmed offices | EPC, floorplanner, surveyors, select contractors and photographers - by arrangement only. | | | | |
| | Address ID and or photo ID | Money Laundering Act | | Password protected CRM system. Paper files locked in cabinets or in alarmed offices | | | | | |
| Residential Landlords | Name, address, email, telephone number (s) | Client contact | Whilst active | | Property data feed providers. Integrated Interest (email marketing). Goodlord. Inventory Hive. Tenancy Deposit Scheme. HMRC. EPC Provider. Inventory Provider. Contractor. Local Council. Tenant | Website Provider (Homeflow). Property Portals. Professional Referrals. Inter-office referrals. Integrated Interest (email marketing) | Property news. Cross - selling of services | Yes | Yes |
| | Financial information | Bank details | | | | | | | |
| | Overseas landlord form (if applicable) | Tax requirement | | | | | | | |
| | Proof of consent (if the property is mortgaged) | Legal requirement | During the rental period. Once complete this is held in an alarmed office for approx. 3 years, then securely held for 7 years at secure space storage | Password protected CRM system. Paper files locked in cabinets or in alarmed offices | IT Support | | | | |
| | Rent Guarantee Policy | Only with prior consent | | | | | | | |
| | Signature | Terms of Business & Tenancy Agreement | | | | | | | |
| | ID check | Money Laundering Act | | | | | | | |
| | Utilities | Meter readings | | | | | | | |
| | Gas safety | Legal requirement | | | | | | | |
| | Council tax | Payment | | | | | | | |
| | EICR | Legal requirement | | | | | | | |
| | EPC | Legal requirement | | | | | | | |
| | Smoke and carbon monoxide safety | Legal requirement | | | | | | | |
| | Inventory company | Only with prior consent | | | | | | | |
| | TDS | Legal requirement | | | | | | | |
| | Contractors | If specific companies used | | | | | | | |
| | Property keys | By prior arrangement | | Keys in alarmed offices | | | | | |
| Residential Tenant/Guarantor | Name, address, email, telephone number (s) | Client contact | Whilst active | Password protected CRM system. Paper files locked in cabinets or in alarmed offices | Integrated Interest (email marketing). Goodlord. Flixflow. Tenancy Deposit Scheme. HMRC. EPC Provider. Inventory Provider. Local Council. Contractor. Landlord | Website Provider (Homeflow). Property Portals. Professional Referrals. Inter-office referrals. Integrated Interest (email marketing) | Marketing of properties. Property News. Cross-selling of services | Yes | Yes |
| | Signature | Terms of Business & Tenancy Agreement | | | IT Support | | | | |
| | Smoker | | | | | | | | |
| | Pets | | | | | | | | |
| | Children (and ages) | | | | | | | | |
| | Occupation & salary | | | | | | | | |
| | ID check | | | | | | | | |
| | Proof of Residency - utility bill/council tax | | | | | | | | |
| | Co-habiting tenants - length of rental partnership | All part of referencing | During the rental period. Once complete this is held in an alarmed office for approx. 3 years, then securely held for 7 years at secure space storage | | | | | | |
| | If Self-Employed tax returns, accounts and bank statements | | | | | | | | |

| | Adverse credit history/CCJ's Proof of earnings Savings/Pensions/Housing Benefits Previous landlord information Bank card details Immigration Act - Right to Rent form Tenancy Deposit Scheme Inventory company Contractors Biometric Cards Utilities Council Tax | Deposit payment Legal requirement Legal requirement Only with prior consent Only with prior consent Payment Payment | storage During the rental period. Once complete this is held in an alarmed office for approx. 3 years, then securely held for 7 years at secure space storage | | | | | | |
|--|---|---|--|---|---|---|---------------------------------|--------------------|-------------------|
| Block Management | Personal Information Required | Why We Hold The Data | How Long We Hold The Data For | Where We Store The Data | Businesses We May Pass Information To | Who We Receive Data From | Regular Marketing Communication | Ability To Opt-Out | Ability To Remove |
| Residents Management Company (RMC), Right to Manage or Freeholder | Name, address, email, telephone number (s) Financial information Signature Insurance companies | Client contact Service charge Terms of Business To complete relevant forms - Lifts, Employers Liability, Engineering, Pumps, Gates | Whilst active | Password protected system. Paper files locked in cabinets or in alarmed offices. Keys in alarmed offices. | Insurance companies. Companies House. Contractors with permission. Integrated Interest (email marketing) IT Support | Website Provider (Homeflow). Professional Referrals. Inter-office referrals. Integrated Interest (email marketing) | No | Yes | Yes |
| Property Tenant | Name, address, email, telephone number (s) | Client contact | Whilst active | Password protected system. Paper files locked in cabinets or in alarmed offices. Keys in alarmed offices | Contractors - with permission. Integrated Interest (email marketing) IT Support | Website Provider (Homeflow). Professional Referrals. Inter-office referrals. Integrated Interest (email marketing) | No | Yes | Yes |

| Commercial | Personal Information Required | Why We Hold The Data | How Long We Hold The Data For | Where We Store The Data | Businesses We May Pass Information To | Who We Receive Data From | Regular Marketing Communication | Ability To Opt-Out | Ability To Remove |
|----------------------------|---|--|---|--|---|---|---------------------------------|--------------------|-------------------|
| Commercial Property Seller | <p>Name, address, email, telephone number (s)</p> <p>Solicitors details Property keys Signature Address ID and or photo ID</p> | <p>Client contact</p> <p>When selling Terms of Business Money Laundering Act</p> | Whilst active | Password protected system. Paper files locked in cabinets or in alarmed offices. | <p>Mortgage, solicitor, photographer, floor planner, epc supplier, local council and removal firms - prior consent is obtained. Property data feed providers. Property buyer. Other agents in the chain - when necessary. Integrated Interest (email marketing)</p> <p>IT Support</p> | <p>Website Provider (Homeflow). Property Portals. Professional Referrals. Inter-office referrals. Integrated Interest (email marketing)</p> | No | Yes | Yes |
| Commercial Property Buyer | <p>Name, address, email, telephone number (s)</p> <p>Financial information Solicitors details Address ID and or photo ID</p> | <p>Client contact</p> <p>Proof of finances when necessary When selling</p> <p>By prior arrangement</p> | <p>Whilst active</p> <p>During the purchase. Once complete this is held in an alarmed office for approx. 3 years, then securely held for 7 years at secure space storage</p> | Password protected system. Paper files locked in cabinets or in alarmed offices. | <p>Mortgage, solicitor and removal firms - prior consent is obtained. Integrated Interest (email marketing). Property Seller - when necessary. Other agents in the chain, when necessary</p> <p>IT Support</p> | <p>Website Provider (Homeflow). Property Portals. Professional Referrals. Inter-office referrals. Integrated Interest (email marketing)</p> | No | Yes | Yes |
| Commercial Landlords | <p>Name, address, email, telephone number (s)</p> <p>Financial information Signature ID check Overseas landlord form (if applicable) Gas Safety EICR EPC Smoke and Carbon monoxide Safety</p> | <p>Client contact</p> <p>Bank details Terms of Business & Tenancy Agreement Money Laundering Act Legal requirement Legal requirement Legal requirement Legal requirement</p> | <p>Whilst active</p> <p>During the rental period. Once complete this is held in an alarmed office for approx. 3 years, then securely held for 7 years at secure space storage</p> | Password protected system. Paper files locked in cabinets or in alarmed offices. | <p>Property data feed providers. Integrated Interest (email marketing). HMRC. EPC Provider. Inventory Provider. Contractor. Tenant.</p> <p>IT Support</p> | <p>Website Provider (Homeflow). Property Portals. Professional Referrals. Inter-office referrals. Integrated Interest (email marketing)</p> | No | Yes | Yes |

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|---|---|--|---|---|---|---|--|---------------------------|--------------------------|
| Commercial Tenant | <p>Name, address, email, telephone number (s)</p> <p>Signature ID check Previous landlord information Business financials</p> <p>Business information</p> | <p>Client contact</p> <p>Terms of Business & Tenancy Agreement Money Laundering Act Part of referencing Part of referencing</p> <p>Part of referencing</p> | <p>Whilst active</p> <p>During the rental period. Once complete this is held in an alarmed office for approx. 3 years, then securely held for 7 years at secure space storage</p> | <p>Password protected system. Paper files locked in cabinets or in alarmed offices.</p> | <p>Integrated Interest (email marketing). Contractor. Landlord.</p> <p>IT Support</p> | <p>Website Provider (Homeflow). Property Portals. Professional Referrals. Inter-office referrals. Integrated Interest (email marketing)</p> | No | Yes | Yes |
| Commercial Client - Professional Valuations | <p>Name, address, email, telephone number (s)</p> | <p>Client contact</p> | <p>Whilst active - these are held in an alarmed office</p> | <p>Password protected system. Paper files locked in cabinets or in alarmed offices.</p> | <p>Integrated Interest (email marketing).</p> <p>IT Support</p> | <p>Website Provider (Homeflow). Property Portals. Professional Referrals. Inter-office referrals. Integrated Interest (email marketing)</p> | No | Yes | Yes |
| Rural & Agricultural | Personal Information Required | Why We Hold The Data | How Long We Hold The Data For | Where We Store The Data | Businesses We May Pass Information To | Who We Receive Data From | Regular Marketing Communication | Ability To Opt-Out | Ability To Remove |
| Property Buyer | <p>Name, address, email, telephone number (s)</p> <p>Financial information Solicitors details</p> <p>Address ID and or photo ID</p> | <p>Client contact</p> <p>Proof of finances when necessary When purchasing</p> <p>Money Laundering Act</p> | <p>Whilst active</p> <p>During the purchase. Once complete this is held in an alarmed office for approx. 3 years, then securely held for 7 years at secure space storage</p> | <p>Password protected system. Paper files locked in cabinets or in alarmed offices.</p> | <p>Mortgage, solicitor and removal firms - prior consent is obtained. Integrated Interest (email marketing). Property seller and other agents in the chain - when necessary</p> <p>IT Support</p> | <p>Website Provider (Homeflow). Property Portals. Professional Referrals. Inter-office referrals. Integrated Interest (email marketing)</p> | No | Yes | Yes |
| Property Seller | <p>Name, address, email, telephone number (s)</p> <p>Solicitors details</p> | <p>Client contact</p> <p>When selling</p> | <p>Whilst active</p> | <p>Password protected system. Paper files locked in cabinets or in alarmed offices.</p> | <p>Mortgage, solicitor and removal firms - prior consent is obtained. Property data feed providers. Integrated Interest (email marketing). Property seller and other</p> <p>IT Support</p> | <p>Website Provider (Homeflow). Property Portals. Professional Referrals. Inter-office referrals. Integrated Interest (email marketing)</p> | No | Yes | Yes |

| | | | | | | | | | |
|---------------------|--|--------------------------|--|--|--|--|----|-----|-----|
| | Signature | Signed Terms of Business | During the purchase. Once complete this is held in an alarmed office for approx. 3 year, then securely held for 7 years at secure space storage | Keys in alarmed offices | | | | | |
| | Property keys | By prior arrangement | | | | | | | |
| | Address ID and or Photo ID | Money Laundering Act | | | | | | | |
| Agricultural Client | Name, address, email, telephone number (s) | Client contact | | | Integrated Interest (email marketing). | Website Provider (Homeflow). Property Portals. Professional Referrals. Inter-office referrals. Integrated Interest (email marketing) | No | Yes | Yes |
| | Address ID and or photo ID | If necessary | Whilst active - these are held in an alarmed office | Password protected system. Paper files locked in cabinets or in alarmed offices. | IT Support | | | | |
| | Signature | Terms of Business | | | | | | | |
| | Solicitors details | If necessary | | | | | | | |

| Planning Department | Personal Information Required | Why We Hold The Data | How Long We Hold The Data For | Where We Store The Data | Businesses We May Pass Information To | Who We Receive Data From | Regular Marketing Communication | Ability To Opt-Out | Ability To Remove |
|---------------------|---|--|---|---|--|--|---------------------------------|--------------------|-------------------|
| Planning Clients | Name, address, email, telephone number (s) | Client Contact | | | Planning Portal, County or District Councils or their appointed subcontractors. Other parties and external consultants as agreed with the client | Website Provider (Homeflow). Property Portals. Professional Referrals. Inter-office referrals. Council websites. | No | Yes | Yes |
| | | Notify landowners of applications | | | IT Support | | | | |
| | Copies of plans of land and buildings, Land Registry Titles and plans | For the completion of planning application documents and Community Infrastructure Levy forms under The Town and Country Planning (Development Management Procedure) (England) Order 2015 (as amended) The Town and Country Planning Act 1990 (as amended) The Community Infrastructure Levy Regulations 2010 | Throughout the course of any instruction. Ongoing for client contact pursuant to the original instruction and as a record of application documents. | Password protected CRM system. Paper files locked in cabinets or in alarmed offices | | | | | |
| | Copies of personal documents used as evidence to support an application | | | | | | | | |