BRENNAN & CHATTERTON
ESTATES

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Privacy Notice

Entity: B&C Property Ventures T/A Brennan & Chatterton Estates
Date: 01/02/20
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As of 25 May 2018, the Data Protection Act 1998 was replaced by the General Data Protection Regulation (GDPR). To comply with the GDPR, we have formed our Privacy Notice.

Who are we?
Your privacy is of paramount to us. This privacy notice is provided by B&C Property Ventures Ltd T/A Brennan & Chatterton Estates. Reference to 'we', 'our' and 'us' in this Privacy Notice are references to Brennan & Chatterton Estates. We are a controller of your personal data under applicable data protection laws, including from 25 May 2018, the General Data Protection Regulation (GDPR). We as a controller, determine why and how we collect and use your personal data.

Our Privacy Principles

When we collect and use your personal information, we ensure we look after it properly and use it in accordance with our privacy principles, we will keep it safe and will never sell it.

Our Privacy Principles

- Personal information you provide is processed fairly, lawfully and in a transparent manner
- Personal information you provide is collected for a specific purpose and is only processed in a way which is compatible with the purpose for which it was collected
- Your personal information is adequate, relevant and limited to what is necessary in relation to the purpose for which it is processed
- Your personal information is kept accurate and up to date
- Your personal information is kept no longer than is necessary
- We will take appropriate steps to keep your personal information secure
- Your personal information is processed in accordance with your rights

Privacy Notice

What is the purpose of this Privacy Notice?
When you instruct us to sell your property or engage us to purchase a property, we collect information from and about you which constitutes personal data under the GDPR. This Privacy notice explains how we collect, use, share and protect your personal data. Please read this Privacy Notice carefully to understand what we do with your personal data. We may change this Privacy Notice from time to time and if we make any material changes then we will make the updated Privacy Notice available to you. The date at the top of this Privacy Notice indicates from when this Privacy Notice applies.

Whose personal data do we collect?
We collect and process personal data about (i) individuals who are current, prospective and former clients (ii) representatives, directors, employees.

What kind of personal data do we collect about you?
We collect, from you:
a) Personal data such as your name, date of birth, residential and email address, contact details, photographic ID and proof of identification
b) Cookies. Cookies are small pieces of data stored on a User's Device
c) Property information such as Key and alarm details

How do we collect your personal data?
We collect your personal data when you
a) Provide it to us in a Client Contract / Registration Form or via an enquiry
b) Provide it to us in correspondence or conversation when booking appointments
c) During the course of your property transaction
d) From other people and organisations, such as other Estate Agents, Mortgage Brokers, Solicitors, Surveyors

Do we collect personal data about you from third parties?
We may collect further personal data from trusted third parties such as Estate Agents, Mortgage Broker, Solicitors, Surveyors, Landlords, Contractors, Management Companies

Tracking Cookies Data
We use cookies and similar tracking technologies to track the activity on our service and hold certain information.
Cookies are files with small amount of data which may include an anonymous unique identifier. Cookies are sent to your browser from a website and stored on your device. Tracking technologies also used are beacons, tags and scripts to collect and track information and to improve and analyse our service.
Examples of Cookies we use:-
a) Session Cookies. We use Session Cookies to operate our Service.
b) Preference Cookies. We use Preference Cookies to remember your preferences and various settings
c) Security Cookies. We use Security Cookies for security purposes

How will we use your personal data?
1. To perform our contract with you for services
a) to take steps at your request prior to entering into it
b) to decide whether to enter into it
c) to manage and perform that contract
d) to update our records
e) to contact you

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2. As necessary for our own legitimate interests or those of other organisations eg:-
a) for good governance, management and auditing our business operations
b) to monitor calls or other communications
c) for compliance with UK Money Laundering Regulations 2017

3. As necessary to comply with a legal obligation:-
a) when you exercise your rights under data protection law and make request
b) for compliance with legal and regulatory requirements and related disclosures
c) for establishment and defence of legal rights
d) to verify your identity

4. Based on your consent eg:-
a) when you request us to disclose your personal data to other people or organisations such as your Solicitor, Mortgage Broker, Surveyor or otherwise agreed to disclosures
b) when we process any special categories of personal data about you at your request
c) to send you marketing communications where we have asked for your consent to do so

We may use your Personal Data to contact you with newsletters, marketing or promotional materials and other information that may be of interest to you. You are free at any time to change your mind and withdraw your consent.

Who do we Share your personal data with?
Subject to applicable data protection law we may share your personal data with:-
a) Sub-contractors and others person who help us provide our services
b) Companies and other persons providing services to us
c) Our legal and other profession advisors, including our auditors
d) Government and regulatory bodies and agencies
e) Courts to comply with legal requirements, and for the administration of justice
d) In an emergency or to otherwise protect your vital interests.
e) To protect the security or integrity of our business operations.
f) If we restructure or sell our business or its assets or have a merger or re-organisation.
g) Anyone else where we have your consent or as required by law.

How do we protect your personal data?
To protect the security of your personal data, we implement appropriate technical and organisational security measures which include physical and technical security safeguards and a governance model that ensures that adequate policies, procedures and controls are in place within our organisations.
Wherever appropriate we store all information on our software system which is securely password protected. This is in adherence with NAEA regulations.

How long we hold your personal data for?
We retain your personal data as long as it remains necessary in relation to the purpose we collected the information for and, to comply with industry regulations, a minimum of 7 years.

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What are your rights in relation to the personal data we hold about you?
Your rights are as follows (noting that these rights do not apply in all circumstances):-

- The right **to be informed** about our processing of your personal data.
- The right to have your personal data **corrected if it is inaccurate** and to **have incomplete personal data completed.**
- The right **to object** to processing of your personal data.
- The right **to restrict processing** of your personal data.
- The right **to have your personal data erased** (the 'right to be forgotten'). In certain circumstances, you have the right to ask us to erase your personal information, eg: Where the personal information we collected is no longer necessary for the original purpose or where you withdraw your consent. This will need to be balanced, however, against other factors, for example, according to the type of personal information we hold about your and why we have collected it, there may be some legal and regulatory obligation which mean we cannot comply with your request.
- The right **to request access** to your personal data and information about how we process it.
- The right **to move, copy or transfer your personal data** ('data portability'). Once transferred, the other party will be responsible for looking after your personal information.
- Rights in relation to **automated decision-making** including profiling.

You can exercise these rights by contacting us using the contact details provided below. You also have the right to lodge a complaint with the Information Commissioner's Office. It has enforcement powers and can investigate compliance with data protection law, they can be contacted at ico.org.uk.

How can you contact us?
If you have any questions or concerns about our use of your personal data, please contact us in writing at

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