

## **Estate and Agent Limited Privacy Notice**

### **Who We Are**

Estate and Agent Limited gather and process your personal information in accordance with this privacy notice and in compliance with the relevant data protection Regulation and laws. This notice provides you with the necessary information regarding your rights and our obligations, and explains how, why and when we process your personal data.

Estate and Agent Limited's registered office is at 58 Park Road, Hampton Wick, Kingston upon Thames, KT1 4AY and we are a company registered in England and Wales under company number 11022300. We are registered on the Information Commissioner's Office Register; registration number ZA337498, and act as the data controller when processing your data. Our designated Data Protection Officer/Appointed Person is David Tall, who can be contacted at 58 Park Road, Hampton Wick, Kingston upon Thames, KT1 4AY or [david@estateandagent.com](mailto:david@estateandagent.com) / 0208 914 7884

### **Information That We Collect**

Estate and Agent Limited processes your personal information to meet our legal, statutory and contractual obligations and to provide you with our products and services. We will never collect any unnecessary personal data from you and do not process your information in any way, other than as specified in this notice.

#### ***The personal data that we collect from is:***

- Name
- Date of Birth
- Home Address
- Personal Email
- Business Email
- Home Telephone Number
- Mobile Telephone Number
- Passport Number
- Driver's License Number
- ID Documents / Proof of Address
- Proof of funds documentation

#### ***We collect information in the below ways:***

- Online forms
- Website forms
- Paper forms
- Via telephone / mobile
- In person
- Via email

### **How We Use Your Personal Data (Legal Basis for Processing)**

Estate and Agent Limited takes your privacy very seriously and we will never disclose, share, or sell your data without your consent, unless required to do so by law. We only retain your data for as long as is necessary and for the purpose(s) specified in this notice. Where you have consented to us providing you with promotional offers and/or marketing, you are free to withdraw this consent at any time. *The purposes and reasons for processing your personal data are detailed below: -*

- *We collect your personal data in the performance of a contract or to provide a service and to ensure that orders/services are completed for you in an appropriate manner.*
- *We collect your personal data in order to assist you with your property search/sale/purchase or let.*
- *We collect and store your personal data as part of our legal obligation for business accounting compliance and tax purposes.*
- *We collect and store your personal data as part of our legal obligation for anti-money laundering as a business supervised by HMRC.*

- *We will occasionally send you marketing information where we have assessed that it is beneficial to you as a customer and in our interests. Such information will be non-intrusive and is processed on the grounds of legitimate interests*

### **Your Rights**

You have the right to access any personal information that Estate and Agent Limited processes about you and to request information about: -

- What personal data we hold about you
- The purposes of the processing
- The categories of personal data concerned
- The recipients to whom the personal data has/will be disclosed
- How long we intend to store your personal data for
- If we did not collect the data directly from you, information about the source

If you believe that we hold any incomplete or inaccurate data about you, you have the right to ask us to correct and/or complete the information and we will strive to do so as quickly as possible; unless there is a valid reason for not doing so, at which point you will be notified.

You also have the right to request erasure of your personal data or to restrict processing (*where applicable*) in accordance with the data protection laws; as well as to object to any direct marketing from us. Where applicable, you have the right to data portability of your information and the right to be informed about any automated decision-making we may use.

If we receive a request from you to exercise any of the above rights, we may ask you to verify your identity before acting on the request; this is to ensure that your data is protected and kept secure.

### **Sharing and Disclosing Your Personal Information**

We do not share or disclose any of your personal information without your consent, other than for the purposes specified in this notice or where there is a legal requirement. Estate and Agent Limited uses third-parties to provide the below services and business functions:

Estates IT Limited – our website host (see website privacy policy below) and customer relationship management (CRM) for the purpose of managing our website and processing client/customer information to aid us in delivering our business services. [Estates IT Limited Privacy Statement](#)

Veriphy – verifying I.D. documents, proof of address and carrying out electronic anti-money laundering checks. [Privacy Policy \(veriphy.com\)](#)

Adobe Sign - signing documents: [Legal \(adobe.com\)](#)

Formsite – application forms: [Privacy Statement | Formsite](#)

### **Safeguarding Measures**

Estate and Agent Limited takes your privacy seriously and takes every reasonable measure and precaution to protect and secure your personal data. We work hard to protect you and your information from unauthorised access, alteration, disclosure or destruction and have several layers of security measures in place.

Estate and Agent Limited utilise some products or services (*or parts of them*) that may be hosted/stored in non-UK countries, which means that we may transfer any information which is submitted by you to us outside the United Kingdom for the below purposes: -

Formsite: [Privacy Statement | Formsite](#) (application forms)

Therefore, when you complete a form using the above provider, the personal information you submit may be stored on servers which are hosted in non-UK countries. Where this is the case, we will take steps to ensure that those providers use the necessary level of protection for your information and abide by strict agreements and measures to protect your data and comply with the relevant data protection laws.

### **Consequences of Not Providing Your Data**

You are not obligated to provide your personal information to Estate and Agent Limited however, as this information is required for us to provide you with our services/deliver your products/legitimate interests, we will not be able to offer some/all our services without it.

### **Legitimate Interests**

As noted in the '*How We Use Your Personal Data*' section of this notice, we occasionally process your personal information under the legitimate interests' legal basis.

We use the legitimate interests' legal basis for processing your contact information and contacting you about relevant properties and/or property marketing and have identified that our interests are specific to and appropriate regarding your property search and property marketing services that we offer.

### **How Long We Keep Your Data**

Estate and Agent Limited only ever retains personal information for as long as is necessary and we have strict review and retention policies in place to meet these obligations. We are required under UK tax law to keep your basic personal data (*name, address, contact details*) for a minimum of 6 years after which time it will be destroyed.

### **Anti-Money Laundering/Know Your Customer**

For legal purposes, anti-money laundering, and our obligations as an HMRC supervised business, we are required to 'Know Your Customer' (KYC) and carry out Customer Due Diligence (CDD) on our clients where and when appropriate. We therefore may (where applicable) request, obtain and retain your proof of ID and proof of address documentation and any other associated or relevant documentation (for example, proof of funds) for a minimum of five years.

Where you have consented to us using your details for direct marketing, we will keep such data until you notify us otherwise and/or withdraw your consent.

### **Lodging A Complaint**

Estate and Agent Limited only processes your personal information in compliance with this privacy notice and in accordance with the relevant data protection laws. If, however you wish to raise a complaint regarding the processing of your personal data or are unsatisfied with how we have handled your information, you have the right to lodge a complaint with the supervisory authority.

Estate and Agent Limited  
Data Protection Officer Name: David Tall  
58 Park Road, Hampton Wick, Kingston upon Thames, KT1 4AY  
0208 914 7884 / [enquiries@estateandagent.com](mailto:enquiries@estateandagent.com)

Information Commissioner's Office  
Wycliffe House, Water Lane, Wilmslow SK9 5AF  
Telephone: 0303 123 1113 (*local rate*) or 01625 545 745 (*national rate*)  
Fax: 01625 524 510  
Email: [enquiries@ico.org.uk](mailto:enquiries@ico.org.uk)