

Houses and Homes Estate Agents Privacy Policy.

This privacy notice sets out how we will process personal data we collect from or about you, or which you provide to us. Please read this notice carefully to understand why data is being collected and what we do with that data.

Our website and services may contain links to independent websites which are not provided by us. Such independent sites are not under our control, and we are not responsible for and have not checked and approved their content or their privacy policies.

We may change the privacy notice from time to time by amending this page.

Data Protection Act 2018 and General Data Protection Regulation (GDPR), the data controller is Houses and Homes Estate Agents Ltd. a company registered in England under company number 13135876 whose registered address is 11b Tetney Lane, Holton Le Clay, Lincolnshire, DN36 5AP.

The type of information we might collect from you?

The personal information we collect from you will typically include the following:

- Full name and contact details (including your contact number, email and postal address)
- Information relating to your identity where we are required by law to collect this to comply with the Anti-Money Laundering (Amendment) Act 2017.
- Information on your close connections where we are required to conduct conflicts of interests under regulatory obligations
- Your banking details and salary/wage details, to compute mortgage lending figures. Also, up to 5 years previous address details, for credit worthiness checks.
- Information on specific property search requirements, special access and egress to and from the property – to cater for restrictive mobility.
- Geo-Location searches, your preferred locations of choice.
- Cookie, web search and click through data.

We are required by Law to collect and retain certain personal data, to prevent fraud and money laundering. If we ask for specific information and this is not forthcoming from yourself, we may not be able to provide that service(s) and may have to retract that service(s).

On what basis can we process your information?

The legal grounds under data protection legislation for processing your personal data are as follows:

- It is necessary for the performance of a contract to which you are a party, or to take steps prior to entering a contract with you, for us to provide you with our products and services.

- You have given us explicit consent to the processing of your personal data for one or more specific purposes, namely 1) where you have given us consent to receive electronic marketing by us and/or 2) to process your Special Category Personal Data described above. You do not need to provide us with marketing consent in order to receive our services
- Where we need to comply with a legal obligation.
- Where we need to protect your interests (or someone else's interests); and/or
- Where it is needed in the public interest or for official purposes

What are we going to do with your information?

We will hold and use personal information about you in the following ways:

- To fulfil our obligations to you when providing you with our property services
- To share your information with others where necessary to fulfil our property services for you or were acting as agent for a third party on your behalf
- To comply with our statutory and regulatory obligations, including [verifying your identity, prevention of fraud and money laundering and to assess your credit worthiness
- Communicate with you while providing our services.
- For us to stay aligned with our CI (Continuous Improvement) procedures.
- To provide you, or to enable third parties to provide you, with information about goods or services we feel may interest you, where you have provided permission for us to do so.
- Our services are continually evolving and developing, which we would like to provide you with up-to-date information on.

How long we keep your data for:

We will retain your personal data for different periods depending on the service you have chosen to use us for, which may be a longer period than that for which we need to hold your data to provide those services, i.e. where we are under regulatory or statutory duties to hold your data for a longer period or need to retain it in the event of a legal claim or complaint.

Sharing your information:

Your details can/will be passed to the following data processing organisations:

- Solicitors/Conveyancers, whom we have instructed on your behalf and with your full knowledge.
- CRM (Client Relationship Management) and Cloud based software companies, this helps to provide a far slicker and streamlined service, from us to you.

- Details of your property(s), to third party property web sites, social media sites and property professionals, for sole purposes of actively marketing and promoting your property(s) to the public.
- Surveyors and EPC providers
- PRS Property Redress Scheme
- Land Registry and any other Government departments, whom we are obliged to inform.

Security of your data and your rights:

Your data will NEVER be shared to third party marketers without your sole consent.

You have a right to access your personal data by emailing info@housesandhomes.uk or calling 0333 567 1286 and we will provide you with all your necessary data in a timely manner.

Withdrawing your consent:

You have the right at any time to withdraw any consent you have given us to process your personal data. Please note if you withdraw your consent it will not affect the lawfulness of any processing of your personal data we have carried out before you withdrew your consent. Please contact Houses and Homes Estate Agents Ltd, by emailing info@housesandhomes.uk or calling 0333 567 1286 and we will be happy to assist you, with your requests.

Complaints Procedures:

Please email info@housesandhomes.uk or write to Houses and Homes Estate Agents Ltd, 11b Tetney Lane, Holton Le Clay, Lincolnshire, DN36 5AP. We will thoroughly investigate your situation, in an objective view as possible.

We are a member of the following schemes/organisations;

PRS – Property Redress Scheme, Membership Number PRS038718 www.propertyredress.co.uk

AMLS – Anti Money Laundering Scheme, Registration Number XLML00000203242

ICO – Information Commissioner’s Office, Reg Number C1598829 www.ico.org.uk