

May 2018

We are committed to protecting and respecting your privacy. This Policy explains how we collect personal data, how we use it and who we might share it with.

Who we are

We are Llewellyn Estate Management Limited trading as Llewellyn Chartered Surveyors, a UK property Firm regulated by the Royal Institution of Chartered Surveyors and registered in England and Wales with Company no. 2417378, registered office 61 Bridge Street, Walsall WS1 1JQ.

How do we collect information from you?

We collect information from you in the following ways:

- email, post, fax and mail correspondence with us
- contact via phone
- application and request forms
- in-person contact
- Information we receive from third parties – for example your landlord or solicitor.

How you send information to us is your choice but please be aware that some methods are not secure. If you are unsure how you should send confidential data to us please contact us and we may be able to help you.

What type of information do we collect from you and why?

Most of the data we collect will be provided by you. We will collect different kinds of information from you depending on our relationship with you. We will collect the data we need to:

- deal with enquiries you submit to us
- provide you with the products and services you have requested from us
- process your application to buy or rent a property we are marketing
- administer a lease or tenancy agreement relating to a property you own or occupy
- manage a property you own or occupy
- comply with our legal and regulatory obligations
- deal with applications for job vacancies with us.

The information we collect may include;

- name, address, telephone numbers and email address
- identity documents in connection with *Right to Rent* and *Money Laundering* regulations
- bank and financial information - for example if you complete third party credit referencing forms

We do not collect any information when you visit our website, unless you choose to submit an enquiry. We do not use cookies, nor do we track your location or device. If you prefer, you can send general property enquiries without using the form on our website – simply email us at office@llewellen.co.uk .

How is your information used?

Should you provide personal data to us, there are circumstances when we will use it whether you provide us with consent or not. Even so, we will use your data in accordance with the law, on the following legal bases:

- Where it is necessary for the performance of a contract to which you are a party or in order to take steps at your request prior to entering into a contract
- Where it is necessary for compliance with a legal or regulatory obligation to which we are subject
- Where it is necessary for the purposes of the legitimate interests pursued by us or by a third party, except where such interests are overridden by your interests or fundamental rights and freedoms which require protection of personal data
- Where you have given consent to the processing of your personal data for one or more specific purposes.

We may share your data with a third party where necessary to carry out our professional, regulatory or legal obligations – for example:

- for credit referencing purposes in connection with a tenancy application
- to notify utility providers and local authorities of your occupation or vacation of a property within our management
- to facilitate a contractor's visit to a property within our management which you own or occupy
- with your landlord or a Residents' Association of which you are a member, where necessary for the management of a property you own or occupy
- with solicitors or other professionals in connection with a sale or lease
- if required to do so by law or in preparation for legal proceedings
- to prevent and detect fraud and other criminal activity
- with third parties to whom we may choose to transfer or merge parts of our business or assets.

We will keep your data for as long as is necessary to meet our professional, regulatory, insurance, and legal obligations.

We review our retention periods on a regular basis and when we dispose of your data, we will ensure that is done securely.

Who has access to your information?

Our employees will have access to your personal data where it is needed to carry out a specific task.

In the 'How is your information used?' section we describe circumstances in which other parties may be given access to your data, and this includes regulatory bodies and public authorities such as the police, HMRC and Local Authorities.

We require all third parties to respect the security of your personal data and to use it in accordance with the law. We do not allow our third-party providers to use your personal data for any purpose other than we have specified.

Marketing and Profiling

We will not use your data for marketing purposes, nor will we share it with others for that purpose.

We do not use your information to analyse or predict your behaviour interests and preferences, nor do we share your data with others for that purpose.

Your rights

You have the right to ask for a copy of the information we hold about you. Please see our contact details below.

The accuracy of your data is important to us. Please let us know if you change your email address, telephone number or if any of the other information we hold is inaccurate or out of date. Please see our contact details below.

Security precautions

We take the security of your data seriously. We have information security management systems in place, including firewalls, monitoring and encryption. Our servers are located within a securely managed infrastructure and are monitored. Digital data is accessed through secure password protected interfaces; paper data is held in access-controlled environments.

Transmission of information via the internet is not completely secure and we cannot guarantee the security of data sent to us electronically. If you transmit information to us by email, you do so at your own risk.

Where is your personal data processed?

We collect and store your personal data in the United Kingdom only. All of our business is conducted within the UK. We will not pass your information to parties outside the UK.

Under 18

The products and services we provide are intended for individuals aged 18 and over. However, we may need to collect information relating to minors if they are to occupy residential premises within our management as part of a family group. In these circumstances we would obtain the necessary information from the parent or guardian.

Links to Other Websites

Where our Site links to websites that are managed and maintained by others, we have no control over those other websites and you should read the other websites' privacy notices for their policy on their information collection and retention activities.

Review of Our Privacy Policy

This Policy was last reviewed in May 2018. The content of the policy may be reviewed and changed without prior notice, please visit the policy for any changes.

Contact us

Write to Data Protection Officer – by email to dataprotection@llewellen.co.uk

by post to Llewellen, 61 Bridge Street, Walsall WS1 1JQ