Newington Homes Ltd Privacy Policy

**Our contact details**

Name: Newington Homes Limited

Address: 10 Robins Lane, Barry, Vale of Glamorgan, CF63 1QS

Phone Number: 0333 121 0035

Website: www.newingtonhomes.co.uk

E-mail: sean@newingtonhomes.co.uk

**The type of personal information we collect**

We currently collect and process the following information:

* Personal identifiers, contacts and characteristics (for example, name and contact details)
* Email addresses of associated parties
* Client financial information (such as mortgage and bank accounts)
* Website stats and analytics
* Associated persons (Partners, family and friends)
* Special categories of personal data, county court or criminal conviction and offences data.

**How we get the personal information and why we have it**

Most of the personal information we process is provided to us directly by you for one or more of the following reasons:

* To help assess your property
* Background on your situation
* Understanding the wider affected persons
* To calculate financials (tax implications, affordability & history)
* Credit and personal references
* To aid in providing a solution to the problem or issue you find yourself in.

We also receive personal information indirectly, from the following sources in the following scenarios:

* Online portals & platforms
* Social media.
* Google analytics and similar

We use the information that you have given us in order to provide our service and improve our client/customer relations.

We may share this information with solicitors and other legal persons or bodies, government agents and if directed to do so under UK law.

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

**(a) Your consent. You are able to remove your consent at any time. You can do this by contacting us with the details at the beginning of this document.**

**(b) We have a contractual obligation. Often a contract exchange or lease.**

**(c) We have a legal obligation.**

**(d) We have a vital interest.**

**(e) We need it to perform a public task.**

**(f) We have a legitimate interest.**

**How we store your personal information**

Your information is securely stored on a portable laptop, on site at 10 Robins Lane, Barry and at Tennyson Road, Penarth.

We keep your contact details and property information with any associated evidence based files for 5 years or for the term of the contract plus five years, as applicable. We will then dispose your information by deleting the file that relates to you or your situation, CRM data will auto expire and paper copies and files will be shredded.

**Your data protection rights**

Under data protection law, you have rights including:

**Your right of access** - You have the right to ask us for copies of your personal information.

**Your right to rectification** - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

**Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.

**Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

**Your right to object to processing** - You have the the right to object to the processing of your personal information in certain circumstances.

**Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at sean@newingtonhomes.co.uk if you wish to make a request.

**How to complain**

If you have any concerns about our use of your personal information, you can make a complaint to us at

Newington Homes Limited

10 Robins Lane, Barry, Vale of Glamorgan, CF63 1QS

Or alternatively via

E-mail: sean@newingtonhomes.co.uk

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO’s address:

Information Commissioner’s Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>