

HAMPSHIRE'S

Estate & Lettings

DATA PRIVACY NOTICE

In line with the UK General Data Protection Regulations (GDPR) effective from 01 January 2021, we are committed to protecting and respecting your privacy. We take your privacy very seriously and we ask that you read this privacy notice carefully as it contains important information on who we are, how and why we collect, store, use and share personal data, your rights in relation to your personal data and on how to contact us and supervisory authorities in the event you have a complaint.

Our Privacy Notice is updated from time to time. Please may we suggest you check our website regularly to ensure that you are up-to-date with how we deal with the personal information you have provided to us.

WHO WE ARE

Hampshire's Estate & Lettings LTD collects, uses and is responsible for certain personal data about you. When we do so we are required to comply with data protection regulation and we are responsible as a data controller of that personal data for the purposes of those laws.

Hampshire's Estate & Lettings LTD is a company registered in England and Wales (company number 09121839) whose registered office is **194 Wilmslow Road, Heald Green, SK8 3BH**.

The manner in which Hampshire's Estate & Lettings LTD will process your personal data is set out in a separate privacy notice which we will provide you with at the start of our engagement. If you require a further copy of this privacy notice, please contact Hampshire's Estate & Lettings at info@hampshiresltd.co.uk or at 194 Wilmslow Road, Heald Green, SK8 3BH.

THE PERSONAL DATA WE COLLECT AND USE

In the course of our services we may collect the following personal data when you provide it to us:

- Contact information
- In the case of a Company your registered office address and the address we should contact you at on a daily basis (if different)
- Identity information
- Financial information
- Employment status
- Data about criminal convictions or offences
- Details of any vulnerability
- Details of your dependents and/or beneficiaries under a policy **(If you are providing information about another person we expect you to ensure that they know you are doing so and are content with their information being provided to us. You might find it helpful to show them this privacy notice and if they have any concerns please contact us in one of the ways described below.)**
- Product details

The information that we hold may be supplied by you to us, by calling into one of our offices, email, telephone, our website or via a third party.

INFORMATION COLLECTED FROM OTHER SOURCES

We also obtain personal data from other sources in the course of providing our services. Where we obtain this information from another party it is their responsibility to make sure they explain that they will be sharing personal data with us and, where necessary, ask permission before sharing information with us.

The personal data we obtain from other sources may include the following:

- From referencing companies
 - Credit reference
 - Employment Reference
 - Immigration Reference
 - Landlord Details
- From Land Registry
- From other Companies
- From other Estate Agents

In order to identify the legal owners of properties and land that we market, and properties we let, we obtain from the Land Registry office copy entries to verify the legal names of the legal owners. This information is already a matter of public record.

When we take instructions from a Company to sell, buy, or let a property/land we will usually cross check information provided to us with what is available on the Companies House database. Again, this is a matter of public record.

Property portals such as: Rightmove, Zoopla and OnTheMarket send us your personal data when you have requested them to do so.

HOW WE USE YOUR DATA

We primarily use your personal information in order to provide a service to you, and for the following purposes:

- When carrying out business activities in relation to the valuation, sale, acquisition, auction, letting, or arranging a tenancy for property and/or land we collect the following personal information that you provide to us:
- Your property address when arranging a valuation/market appraisal
- Your email address to send you our Privacy Policy/Notice, our Agency Agreement and Terms of Business (when you are selling/letting) and property details (when you are buying/renting) and general correspondence that occurs within the nature of our business.
- Your communications with us, including a record of the emails and telephone correspondence created between us both.
- Together with any questions, queries, feedback, etc., you raise or leave with us, will we likely liaise with sellers/buyers and/or third parties, where you are not the legal owner of the property we will request details from you as to your ability to sell or let the property, such as a Power of Attorney, Grant of Probate or Guardianship Order.
- As a Seller/Vendor when you accept an offer on your property we pass your name and address and the property address (if different) to both your Solicitor and to the buyers Solicitor.
- As a Buyer when you have made an offer on a property which is accepted by the seller/vendor we pass your name and your contact address to both your Solicitor and the sellers Solicitor.

- To help ensure your transaction proceeds as smoothly as possible we also pass your name and the property address which you are selling/buying to other solicitors in the chain. We never pass them your email address or telephone numbers or copies of your proof of identity
- In the case of a 'new build' property we will pass all your personal contact details to the Developer, usually detailing these on the Developer's Reservation Form, which you will sign and receive a copy of.
- In the case of a sale or purchase by Auction we will disclose your personal information to our nominated Auctioneer – Auctionhouse Devon & Cornwall Ltd.
- As a Landlord or Tenant we will disclose in full the Assured Shorthold Tenancy Agreement (AST) to both parties.
- Landlord and Tenant contact details will be passed to the Deposit Protection Scheme (DPS).
- Landlord and Tenant contact details will be passed to the referencing company. (UKTenantData).
- When we do not manage a tenanted property, or are instructed on a 'Tenant Find' only basis we will pass the relevant contact details between Landlord and Tenant, we will disclose Landlord's bank account details to the approved Tenant(s) in order for them to transfer rent.
- If you are a tenant renting under the 'Right to Rent' scheme we will collect details of your Biometric residence card, your immigration status document and/or your birth certificate to carry out our required checks under this scheme.
- We may disclose Landlord and Tenant contact details to relevant local authorities as necessary.
- We may share your information with Utility providers as necessary.
- Guarantor and permitted occupiers contact details will automatically be passed to a Landlord.
- We may offer to introduce you to a Mortgage Broker for 'free advice with no obligation', but we will always seek your consent first to pass your contract details to the broker.

WHETHER INFORMATION HAS TO BE PROVIDED BY YOU, AND WHY

The 'official' name for the current UK money laundering regulations is: Money Laundering, Terrorist Financing and Transfer of Funds (Information on the Payer) Regulations 2017, Laundering and Terrorist Financing (Amendment) Regulations 2019 and The Money Laundering and Terrorist Financing (Amendment) (EU Exit) Regulations 2020.

In order to comply with the current money laundering regulations, we are obliged to obtain from you and also verify, copies of your photo identification, such as a valid passport or a valid photo driving licence, together with proof of address documentation, such as a recent bank statement or utility bill. We may ask for your National Insurance number. If you are a non-British passport holder we may ask for further information including sight of a UK Biometric Residency Permit (BRP). We will ask to see original documents, make our own copy, which we will then certify as a true copy of the original and which we will store electronically. For security reasons we arrange to securely destroy paper copy documents that we have made. In the case of a purchase under the regulations we are usually required to see 'proof of funds' and 'source of funds' and if we take a copy of documentary evidence again we will store this electronically and then securely destroy the paper copy.

This proof of identity personal information must be provided by you to us, to enable us to comply with law, and we will inform you whether you are required to provide this information to us. When selling a property this will be at an early stage, and well before the property being launched to the market. When buying a property we must have your proof of identity documentation and proof of the source of your funds before we can issue a Sales Memorandum.

OUR LEGAL BASIS FOR PROCESSING AND USING YOUR PERSONAL INFORMATION

The legal basis which relates to our use and other processing of your personal data under the applicable GDPR/Data Protection laws may include:

- Processing that is necessary for the performance of a contract: this includes such things as:
 - administering and managing your account, where you sign up online with WG, on the telephone or in person and the services relating to that;
- Processing that is necessary for our own 'legitimate interests' or those of our nominated third parties such as:
 - For management and audit of our business operations;
 - For market research and analysis, developing statistics; and
 - For our own direct marketing communications which we send to you about our own products and services, which we will send to you from time-to-time to 'keep in touch'.
- Processing that is necessary to comply with a legal obligation such as:
 - To process your request for personal data or when you seek to exercise your rights under GDPR/Data Protection or
 - For compliance with legal and regulatory requirements
- Processing that is based on your 'consent' – such as:
 - When we collect your data for our direct marketing communications about products and services available from WG or from other nominated third parties.
 - Where in very limited circumstances you provide us with special categories of data.
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WHO WE WILL SHARE YOUR PERSONAL INFORMATION WITH

We will also pass your details to the following organisations (our "data processors") who carry out certain activities on our behalf as part of us providing our service to you:

- UKTenantData: As part of our Tenant Referencing Policy we will usually undertake electronic verification of your proof of identity documentation, current address information, employment information and credit information via UKTenantData.
- Expert Agent: Our supplier of 'Computer Software & Services for Property Sales & Rentals', which is used to manage the property data and client information that we store.
- Social Media: On occasion we will advertise properties For Sale, Sold, To Let, and Let on social media, such as Facebook, Instagram, etc.
- G-Suite: Our business email communication provider and document software.
- GoDaddy: Website and Marketing and Communication Software used for property advertisement, services and multiple marketing emails and Newsletters.

We will also disclose your personal information to third parties:

- In the event that we sell or buy any business or assets, in which case we will disclose your personal data to the prospective seller or buyer of such business or assets.
- If our company or substantially all of our assets are acquired by a third party, in which case personal data held by us about our customers will be one of the transferred assets.
- As part of our Anti-Money Laundering Policy we will usually undertake electronic verification of your proof of identity documentation via SmartSearch, who hold a bank of data linked to Experian. Any checks made in this way do not affect your credit rating. We will never provide any third parties with your proof of identity documentation.
- We will not share your personal information with any other third parties without your consent, other than as confirmed in this Privacy Policy/Notice.

Sales and Auctions – Sellers and Buyers:

Before a property is launched to the market an EPC and floorplan will be required and we will pass your contact and property details to our approved third party providers. During the course of any offer, negotiation, agreeing the sale of property or land, it is very likely that the buyer and/or their mortgage lender will need to gain access to your property to undertake a valuation and/or survey. We will provide them with the minimum of your details such as the full property address and the contact telephone number for you so that they can arrange a mutually convenient appointment. Buyers – during the course of any offer negotiation or when a sale is agreed we will pass both seller and buyer personal details to their respective solicitors. Full chain details of your name and address will be provided to other solicitors in the chain, and sometimes to other estate agents in the chain. Your 'phone numbers, emails addresses and proof of identity documents will never be passed to these contacts.

Lettings - Landlords and Tenants:

Before a property is launched to the market an EPC, Gas Safety and EICR will be required and we will pass your contact and property details to our approved third party providers. We have relationships with a number of third party contractors that we will routinely share your name, address, telephone numbers and email address with. For a list of these third parties contractors please contact us.

This data sharing enables us to facilitate repairs/maintenance/check-out/cleaning/etc., as efficiently as possible. We will never share your proof of identity documentation with these third parties.

Tenants Referencing: this is undertaken with UKTenantData, and tenant applicant's full contact details and date of birth will be provided. The Tenants provide their own employment information to Hampshire's Estate and Lettings and as part of completing the application form direct to UKTenantData. Landlord and Letting Agent information where applicable will be passed to UKTenantData.

Tenants: Next of kin (if required) is stored in-house and not passed to third parties, except in case of absolute emergency.

Landlord and Tenant contact details will be passed to either the Deposit Protection Scheme (DPS) or to Zero Deposit.

TRANSFER OF YOUR INFORMATION OUTSIDE THE EUROPEAN UNION (EU) / EUROPEAN ECONOMIC AREA (EEA)

We are not aware of any reason where it may be necessary to transfer your personal information outside the EU/EEA or to an international organization. Should a request for such information be sent to us by a law enforcement agency we would only ever do so at the insistence of the UK's National Crime Agency.

SPECIAL CATEGORY DATA AND CRIMINAL RECORD DATA

Certain types of personal data are considered more sensitive and so are subject to additional levels of protection under data protection legislation. These are known as 'special categories of data' and include data concerning your health, racial or ethnic origin, genetic data and sexual orientation. Data relating to criminal convictions or offences is also subject to additional levels of protection.

We may process:

- criminal conviction or offence information when conducting references

In the course of our activities relating to the prevention, detection and investigation of financial crime, we may process criminal conviction or offence information.

Where we do so, in addition to the lawful basis for processing this information set out in the above table, we will be processing it for the purpose of compliance with regulatory requirements relating to unlawful acts and dishonesty.

MARKETING

We may use personal data we hold about you to help us identify, tailor and provide you with details of products and services from us that may be of interest to you. We will only do so where we have obtained your consent and then][have a legitimate business reason to do this and will do so in accordance with any marketing preferences you have provided to us.

In addition, where you provided your consent, we may provide you with details of products and services of third parties where they may be of interest to you.

You can opt out of receiving marketing at any time. If you wish to amend your marketing preferences please contact us:

By phone: 0161 498 8994

By email: info@hampshiresltd.co.uk

By Post: 194 Wilmslow Road, Heald Green SK8 3BH

WHETHER INFORMATION HAS TO BE PROVIDED BY YOU, AND IF SO WHY

We will tell you if providing some personal data is optional, including if we ask for your consent to process it. In all other cases you must provide your personal data in order for us to provide you with services.

HOW LONG YOUR PERSONAL DATA WILL BE KEPT

You have the right to unsubscribe from receiving communications from us at any time, but this cannot affect the lawfulness of any processing activity we have carried out prior to you unsubscribing. You can opt-out by clicking the link to unsubscribe in the email footer or on our web site home page, or you can contact us at: info@hampshiresltd.co.uk or by writing to: 194 Wilmslow Road, Heald Green SK8 3BH

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

In addition to this we will also store your data as follows:

Sales: When selling a property and you are the seller/vendor, the length of time we will retain your personal information:

2 years after the relationship ended.	When we value your property and you decide not to bring it to the market	When we value your property and launch it to the market but a sale is not affected
6 years after the relationship ended.	When we value your property and agree a sale which does not conclude	When we value your property and agree a sale which does transact and exchange/complete

Sales: When you are the buyer of a property we are selling, the length of time we will retain your personal information:

2 years after the relationship ended.	When you register as an applicant/buyer with us to view properties, and you do not make an offer or you make an offer which is not accepted:	When we value your property and launch it to the market but a sale is not affected
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6 years after the relationship ended.	When you register as an applicant/buyer with us to view properties and you make an offer which is accepted but purchase did not exchange.	When you register as an applicant/buyer with us to view properties and you make an offer which is accepted and purchase completes.
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Lettings: When letting a property and you are the owner, the length of time we will retain your personal information:

2 years after the relationship ended.	When we assess your property for rental purposes and you decide not to bring it to the market	When we value your property and launch it to the market but a tenancy is not affected	When we value your property and agree a tenancy which does not transact
6 years after the relationship ended.	When we value your property and agree a tenancy which does transact and the property is let		

Lettings: When you are the applicant/tenant of a property we are letting, the length of time we will retain your personal information:

2 years after the relationship ended.	When you view properties with us, and you do not make an offer to rent or you make an offer to rent which is not accepted.	
6 years after the relationship ended.	When viewed property with us and you make an offer to rent which is accepted but the tenancy does not conclude	When viewed property with us and you make an offer to rent which is accepted and you agree the tenancy and move into the property

YOUR RIGHTS

You have legal rights under data protection regulation in relation to your personal data. These are set out under the below headings:

- To access personal data
- To correct / erase personal data
- To restrict how we use personal data
- To object to how we use personal data
- To ask us to transfer personal data to another organisation
- To object to automated decisions
- To find out more about how we use personal data

We may ask you for proof of identity when making a request to exercise any of these rights. We do this to ensure we only disclose information or change your details where we know we are dealing with the right individual.

We will not ask for a fee, unless we think your request is unfounded, repetitive or excessive. Where a fee is necessary, we will inform you before proceeding with your request.

We aim to respond to all valid requests within one month. It may however take us longer if the request is particularly complicated or you have made several requests. We will always let you know if we think a response will take longer than one month. To speed up our response, we may ask you to provide more detail about what you want to receive or are concerned about.

We may not always be able to fully address your request, for example if it would impact the duty of confidentiality we owe to others, or if we are otherwise legally entitled to deal with the request in a different way.

To access personal data

You can ask us to confirm whether or not we have and are using your personal data. You can also ask to get a copy of your personal data from us and for information on how we process it.

To rectify / erase personal data

You can ask that we rectify any information about you which is incorrect. We will be happy to rectify such information but would need to verify the accuracy of the information first.

You can ask that we erase your personal data if you think we no longer need to use it for the purpose we collected it from you.

You can also ask that we erase your personal data if you have either withdrawn your consent to us using your information (if we originally asked for your consent to use your information), or exercised your right to object to further legitimate use of your information, or where we have used it unlawfully or where we are subject to a legal obligation to erase your personal data.

We may not always be able to comply with your request, for example where we need to keep using your personal data in order to comply with our legal obligation or where we need to use your personal data to establish, exercise or defend legal claims.

To restrict our use of personal data

You can ask that we restrict our use of your personal data in certain circumstances, for example

- where you think the information is inaccurate and we need to verify it;
- where our use of your personal data is not lawful but you do not want us to erase it;
- where the information is no longer required for the purposes for which it was collected but we need it to establish, exercise or defend legal claims; or
- where you have objected to our use of your personal data but we still need to verify if we have overriding grounds to use it.

We can continue to use your personal data following a request for restriction where we have your consent to use it; or we need to use it to establish, exercise or defend legal claims, or we need to use it to protect the rights of another individual or a company.

To object to use of personal data

You can object to any use of your personal data which we have justified on the basis of our legitimate interest, if you believe your fundamental rights and freedoms to data protection outweigh our legitimate interest in using the information. If you raise an objection, we may continue to use the personal data if we can demonstrate that we have compelling legitimate interests to use the information

To request a transfer of personal data

You can ask us to provide your personal data to you in a structured, commonly used, machine-readable format, or you can ask to have it transferred directly to another data controller (e.g. another company).

You may only exercise this right where we use your personal data in order to perform a contract with you, or where we asked for your consent to use your personal data. This right does not apply to any personal data which we hold or process outside automated means.

To contest decisions based on automatic decision making

If we made a decision about you based solely by automated means (i.e. with no human intervention), and the decision made by us produces a legal effect concerning you, or significantly affects you, you may have the right to contest that decision, express your point of view and ask for a human review. These rights do not apply where we are authorised by law to make such decisions and have adopted suitable safeguards in our decision making processes to protect your rights and freedoms.

You can contact us for more information

If you are not satisfied with the level of information provided in this privacy notice, you can ask us about what personal data we have about you, what we use your information for, who we disclose your information to, whether we transfer it abroad, how we protect it, how long we keep it for, what rights you have, how you can make a complaint, where we got your data from and whether we have carried out any automated decision making using your personal data.

If you would like to exercise any of the above rights, please:

email or write to info@hampshiresltd.co.uk or 194 Wilmslow Road, Heald Green SK8 3BH

- let us have enough information to identify you, e.g. name, address, date of birth;
- let us have proof of your identity and address (a copy of your driving licence or passport and a recent utility or credit card bill); and
- let us know the information to which your request relates.

KEEPING YOUR PERSONAL DATA SECURE

We have appropriate security measures in place to prevent personal data from being accidentally lost, or used or accessed in an unauthorised way. We limit access to your personal data to those who have a genuine business need to know it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality.

We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

OUR SUPERVISOR AUTHORITY

If you are not happy with the way we are handling your information, you have a right to lodge a complaint with the Information Commissioners Office (www.ico.org.uk).

We ask that you please attempt to resolve any issues with us before the ICO.

HOW TO CONTACT US

Please contact **Hampshire's Estate & Lettings** if you have any questions about this privacy notice or the information we hold about you.

If you wish to contact **Hampshire's Estate & Lettings** please send an email to info@hampshiresltd.co.uk or write to 194 Wilmslow Road, Heald Green SK8 3BH



194 Wilmslow Road, Heald Green, Cheshire SK8 3BH, Phone No 0161 498 8994
Company Registration No: 09121839

GLOSSARY OF TERMS

we, us or our	Hampshire's Estate & Lettings a company registered in (England and Wales) (Scotland) (company number 9121839 and having its registered office at 194 Wilmslow Road, Heald Green SK8 3BH
contact information	these are details that can be used to contact Hampshire's Estate & Lettings by telephone number, email address, address, country, postcode or city of residence. This may also include work contact information such as work telephone number, work email and work address
data controller	means a natural or legal person (such as a company) which determines the means and purposes of processing of personal data. For example, <i>we</i> are your data controller as <i>we</i> determine how <i>we</i> will collect personal data from you, the scope of data which will be collected, and the purposes for which it will be used in the course of <i>us</i> providing you with <i>intermediary services</i>
data protection regulation	applicable data privacy and protection laws
employment status	this is information about your work, if you are employed, self-employed, unemployed, a student or on job seeker allowance
financial information	this is information relating to your financial status, including salary/income, outgoings/expenditure, tax rate and P60
identity information	this is any information that can be used to distinguish a person or verify their identity, such as name, date of birth, place of birth, gender, marital status, national identity card/number, passport, drivers licence and national insurance number
sanction check information	this is information relating to your politically exposed persons (PEPs) status and Her Majesty's Treasury financial sanctions status, which is recorded to prevent fraud and money laundering
vulnerability	a vulnerable consumer is someone who, due to their personal circumstances, is especially susceptible to detriment, particularly when an advisory firm is not acting with appropriate levels of care. These customers are more likely to suffer severe detriment if something goes wrong. Details of vulnerability fall in to the following categories: health; resilience (financial); life events; and capability (financial knowledge/ confidence)