

## PRIVACY NOTICE

If you use any of our professional services we will need to collect, record and use your personal data in order to provide the best possible service to you and fulfil any contractual or legal obligations.

We will always explain clearly what data we're collecting about you and why. We will only collect data which is relevant and necessary.

This Privacy Notice tells you what to expect when Green & May collects personal information. It applies to information we collect about:

### ***Sales (Vendors, purchasers, applicants)***

#### What information will we ask for and what will we do with it?

- Applicants

Green & May will either receive your information directly from you or via a third party website (property portals) when you request information via one of these sites.

We will ask for your name, contact details, property preferences and price range. We will also ask if you want to receive information about any other properties which may be of interest to you.

You can opt out of receiving marketing emails at any time, by clicking on a link within the email or by contacting a member of our sales team.

- Vendors and Purchasers

When you enter into a sales agreement we will ask you to provide to us the personal information described below, which we will need to provide you with the high-quality service you require, to ultimately facilitate the successful marketing and sale of a property.

- Names and addresses
- Contact telephone numbers
- Email addresses
- Personal identification information and documentation
- Property preferences
- Selling or buying position
- Details of Solicitor / Financial Advisor

If you are selling a property, we will also ask Information about the property (non-personal data).

If you do not provide this information, we will be unable to facilitate the sale or purchase of the property.

In all cases we will hold your personal information securely, either in hard copy on our property files on locked premises or digitally within our secure software, managed by an independent IT company.

### Who will your information be shared with?

We will provide it to others only where it is required and as outlined below, or in accordance with your stipulated wishes.

Specifically, we will hold and use your information in the manner outlined under the headings below

**Identification Details** - We may hold copies of your photographic identity documents and at least one document that confirms your home address. It assists us to ensure we are dealing with the owners of the property and we are not becoming involved in any money laundering situation.

**Prospective Buyers** – Whilst we may advise any prospective buyers whether or not the vendor is in a chain, no other personal information relating to the vendor will be disclosed at this stage. Basic information about your property will be provided to anyone who makes an enquiry to us about potentially viewing or purchasing your property. This information will include the property details we produced and any other relevant information you provide to us including the information in any property information questionnaire you complete for us.

**Viewings** - We will organise viewings on your behalf, to suit you and the viewer. Where we are conducting the viewing for you, it is important that you check your property prior to the viewing to ensure that any personal information you would not wish a viewer to see is removed.

**Negotiating with Prospective Buyers and Handling Offers to Purchase the Property** - We will negotiate with prospective buyers and take offers from them. This process will involve providing potential buyers or vendors with the position of the other party to facilitate a successful negotiation. We will only provide relevant and necessary personal information where the potential buyer or vendor is happy for us to do so. We will not give potential buyers any information which could prejudice the negotiation process. You should ensure that you treat any information we provide to you as confidential and it must not be passed on or shared with any other person or business.

**Agreed Sale** - Once a sale is agreed we will provide your personal contact information to the buyer and the solicitors acting for both parties. We may provide your contact information to various professionals that may be acting for the buyer, such as surveyors and contractors wanting access to the property to produce estimates, etc. We will discuss the sale of your property with any other necessary parties once a sale is agreed in order to facilitate exchange of contracts and completion of the sale.

You will be asked if you would like your details to be added to our mailing list so that we can send you information regarding other relevant services we can provide to you. You will be able to unsubscribe to these emails at any time.

We will not share your information with anyone else unless we have a legal obligation or the information is required for a criminal investigation.

We may also ask any vendors if they wish to remain on our mailing list so that we can advise them of any properties or services which may be of interest to them in the future. You can opt out of receiving marketing emails at any time, by clicking on a link within the email or by contacting a member of our sales team.

### How long will we keep your information for?

We will retain the personal information we hold for up to 6 years, because the time limit for any party to initiate civil action against us should they believe they have a claim is 6 years. We have decided to retain the information for an additional year, in the event that a late claim is allowed.

### ***Valuations, Surveys and Professional services***

#### What information will we ask for and what will we do with it?

Green & May offer valuations, surveys and professional services for all types of property. We will ask you or your representative for your name, address, telephone number and email address. We will use this information for the sole purpose of contacting you in relation to the service you have requested.

In all cases we will hold your personal information securely, either in hard copy on our property files within locked premises or digitally within our secure software, managed by an independent IT company.

#### Who will your information be shared with?

We will not share your information with anyone other than your representative, unless we are required to do so by law.

#### How long will we keep your information for?

We will keep your information for 6 years as provided by the Limitation Act 1980.

### ***Job applicants and employees***

#### What information will we ask for and what will we do with it?

All of the information you provide during the application process will only be used for the purpose of progressing your application, or to fulfil legal or regulatory requirements if necessary.

The information you provide will be held securely by us whether the information is in electronic or physical format.

We will use the contact details you provide to us to contact you to progress your application. We will use the other information you provide to assess your suitability for the role you have applied for.

We will ask you for your CV if you are interested in applying for a job vacancy. We do not collect more information than we need to fulfil our stated purposes and will not retain it for longer than is necessary.

Your CV will be used to assess your suitability for employment. We may also require additional information for the stated purpose. You don't have to provide what we ask for but it might affect your application if you don't.

If your application is successful, we will retain a copy of your CV and also ask for the following

information:

- Date of birth
- National Insurance Number
- Nationality
- Ethnic origin
- A copy of your identification
- Details of any student loan
- Bank details
- Driving licence
- Details of any motor convictions and insurance.
- Sex
- Marital status
- Disabilities
- Next of Kin
- Referees

This information is required for the purposes of entering into a contract of employment with us or for any legal obligation imposed on us. We also ask you if you have any disabilities so that we can provide any reasonable adjustments and your next of kin details so that we know who to contact in an emergency.

#### How do we decide who to employ?

All CVs submitted are assessed by a the directors of Green & May. We do not use any form of automated decision making.

#### Who will my information be shared with?

We will not share any of the information you provide during the recruitment process with any third parties for marketing purposes or store any of your information outside of the European Economic Area.

We may contact the referees listed on your CV.

We share relevant information relating to our employees' with HMRC in accordance with our legal obligations.

We also share relevant information relating to our employee's with the National Employment Savings Trust (NEST). We do this in order to enrol you in a pension scheme.

If you become a fleet driver, we will share your information with our insurance broker for insurance purposes.

#### How long will my information be kept for?

Unsuccessful CVs will be deleted

All employee information will be kept for a period of 6 years after the employment contract has ceased. This retention period is necessary for compliance with legal requirements.

## **The rights you have in relation to your data**

You have the following rights in relation to data held about you:

- A right to be informed about our collection and use of personal information;
- A right of access to the personal information we hold about you;
- A right to rectification if any personal information we hold about you is inaccurate or incomplete;
- A right to ask us to delete any personal information held about you unless we are obliged to retain the information for other legal reasons;
- A right to restrict or prevent the processing of your personal information;
- A right to data portability (obtaining a copy of your data to re-use with another service or organisation);
- A right to object to the use of your data for particular purposes.

If you wish to exercise any of these rights, please contact us at [sales@greenandmay.co.uk](mailto:sales@greenandmay.co.uk) or by telephone on 01773 832 888. You may be asked to provide proof of identity.

## **Storage of your Data**

Your data will only be stored in the UK. Our servers are based in the UK.

## **Changes to our Policies**

We recommend that you check this page regularly to keep up-to-date, as we reserve the right to amend this Policy from time to time.

## **Complaints**

If you have any cause for complaint about our use of your personal data, please contact us at or by telephone on 01773 832 888

We will address your concerns and attempt to solve the problem to your satisfaction.

You also have the right to lodge a complaint with the Information Commissioner's Office – [www.ico.gov.uk](http://www.ico.gov.uk).

For further information about your rights, please contact the Information Commissioner's Office, or your local Citizens Advice Bureau.

## **Identity of Data Controller**

The Data Controller is Mrs Rebecca Green - Director