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THE GENERAL DATA PROTECTION REGULATIONS

PRIVACY POLICY FOR MARC ALLEN LTD

At Marc Allen Ltd we are committed to protecting and respecting your privacy. This policy explains when and why we collect personal information about people, how we use it, the conditions under which we may disclose it to others and how we keep it secure. Marc Allen is your data controller.

If you have any questions regarding this policy and our privacy practices, please email sales@marcallen.co.uk or telephone 01488 685353. Alternatively you can write to Marc Allen, 110 High Street, Hungerford, Berkshire, RG17 0NB.

WHO ARE WE?

Marc Allen Ltd is an independent estate agent based in Hungerford, Berkshire. We handle the sales and lettings of residential properties in and around West Berkshire.

Our Company No. is 4311991. Our registered office is 2 Old Bath Road, Newbury, Berkshire, RG14 1QL.

HOW DO WE COLLECT INFORMATION FROM YOU?

Marc Allen receive your personal details when you contact us directly regarding our services or indirectly from a third party website such as Rightmove, Zoopla and Prime Location. The latter is only at your own request.

WHAT TYPE OF INFORMATION IS COLLECTED FROM YOU?

The personal information that we may collect may include your name, email address, house address and telephone numbers. We may also receive these details from third parties such as Rightmove, Zoopla and Prime Location, but only after you have given them your consent.

HOW IS YOUR INFORMATION USED?

We may use your information to:-

- Arrange viewing appointments or a valuation appointment
- Send you property details that you have requested or that may be of interest. We will only contact you about the services we can provide to you
- We do not share your details with any third parties for marketing purposes
- Your details are only used for the legitimate reason for which we hold them
- Your information is not transferred to any other country. If you access our services from outside the UK, your information may be transferred in order for us to provide you with those services

THIRD PARTIES

We will only share your details with legitimate third parties who enable us to carry out the role that you have asked us to undertake. These may include surveyors, energy assessors, floor plan preparation, for sale signage, viewings and valuations. For lettings, credit reference agencies will only be given information if you have given authority for us to do so.

RETENTION OF INFORMATION

If you request removal of your personal information we will do so within seven days, unless there is a legitimate and lawful requirement to keep it for longer.

ACCESS TO INFORMATION

You have the right to see what data we hold about you and we will not charge for this service. We will comply with this request within a maximum of 28 days and usually much sooner. To protect your best interests, you would need to visit our office with suitable identification before the information is released.

THE RIGHT TO ERASURE/THE RIGHT TO BE FORGOTTEN

You have the right to have your data removed from our database at any time, provided that you are not currently benefitting from any of our services, or that we are contractually obligated to keep your data. You can rectify or change your data if it is inaccurate or incomplete. To do so please email sales@marcallen.co.uk , telephone 01488 685353 or write to us at 110 High Street, Hungerford, RG17 0NB.

SECURITY AND DATA BREACHES

Computers holding personal information are password protected as is Gemini, the software package that we use for storing landlord and tenant details. This includes bank details for the payment and collection of rent. Manual files are also kept and all staff are aware that these should not be left open during the day. Lockable filing cabinets are located within the office. Staff will check for any sign of a breach on a daily basis. Internet connections are checked and nobody other than trusted staff members can access our wifi. This is also password protected.

Any suspected data breach will be reported to Marc Allen immediately. The Information Commissioners Office (ICO) will be informed of all data breaches in which there is a high risk to the individual's rights and freedoms. The individual will also be informed.

LAWFUL REASONS TO PROCESS PERSONAL INFORMATION

We rely on one or more of the following lawful bases for processing information:

Consent Personal data may be processed on the basis that the individual has consented.

Contractual Necessity Personal data may be processed in order to enter into or fulfil a contract with the individual vendor, landlord, applicant or tenant to complete a valuation for example, to market a property for sale or rent, to arrange viewings and any subsequent negotiations or to arrange repairs with a tradesman.

Compliance with Legal Obligations Personal data may be processed on the basis that the controller has a legal obligation to do so. To complete anti-money laundering checks and right-to-rent checks for example.

LINKS TO OTHER WEBSITES

Our website may contain links to other websites run by other organisations. This privacy policy applies only to our website, so please read the privacy statement on the other websites you visit. We cannot be responsible for the privacy policies of other sites even if you access them using links from our website.

In addition, if you accessed our website from a third party site, we cannot be responsible for the privacy policies of that third party site so please read their own privacy statement.

REVIEW OF OUR POLICY

We will review our policy regularly. The policy was updated in May 2018 in readiness for The General Data Protection Regulations (GDPR) which comes into force on the 25th May 2018.