

Privacy Policy

let canterbury.com

01227 786988

info@letcanterbury.com

New House Cottage
London Road
Dunkirk, Faversham
ME13 9LL

LetCanterbury.com Ltd respects the privacy of your personal data. Please read this privacy policy carefully as it contains important information on who we are and how and why we collect, store, use and share your personal data. It also explains your rights in relation to your personal data and how to contact us or supervisory authorities in the event you have a complaint.

Our use of your personal data is subject to your instructions, the EU General Data Protection Regulation (GDPR), other relevant UK and EU legislation and our professional duty of confidentiality.

Key terms We, us, our, LetCanterbury.com ltd

LetCanterbury.com Ltd

Simon Hughes

New House Cottage

London Road, Dunkirk

Faversham, Kent, ME13 9LL

simon@letcanterbury.com

01227 786988

Data protection officer

Personal data

Any information which can be used to identify a living individual

Personal data revealing racial or ethnic origin, political opinions, religious beliefs, philosophical beliefs or trade union membership

Sensitive personal data

Genetic and biometric data

Data concerning health, sex life or sexual orientation

PERSONAL DATA WE COLLECT ABOUT YOU

The table below sets out the personal data we will or may collect in the course of advising or acting for you.

Personal data we will collect

Your name, address and telephone number;

Information to enable us to check and verify your identity;

Electronic contact details;

Information relating to the matter in which you are seeking our advice or representation;

Personal data we may collect depending on why you have instructed us

Your name, address and telephone number;

Information to enable us to check and verify your identity;

Electronic contact details;

Information relating to the matter in which you are seeking our advice or representation;

Information to enable us to undertake a credit or other checks, e.g. your date of birth and passport details;

Your financial details so far as relevant to your instructions.

Personal data we may collect depending on why you have instructed us

Your National Insurance and tax details;

Your bank and/or building society details;

Details of your professional online presence;

Your employment status and details including salary and benefits;

Your employment records including, where relevant, records relating to sickness and attendance, performance, disciplinary, conduct and grievances (including sensitive personal data);

Details of your pension arrangements;

Your racial or ethnic origin, gender and sexual orientation, religious or similar beliefs;

Your trade union membership;

Personal identifying information;

Your medical records.

This personal data may be required to enable us to provide our services to you. If you do not provide personal data we ask for, it may delay or prevent us from providing services to you.

HOW YOUR PERSONAL DATA IS COLLECTED

We collect most of this information from you directly. However, we may also collect information:

- from publicly accessible sources, e.g.:
 - Companies House;
 - HM Land Registry;
- directly from a third party, e.g.:

- credit reference agencies;
- client due diligence providers;
- from a third party with your consent, e.g.:
 - your bank or building society, another financial institution or advisor;
 - consultants and other professionals engaged in relation to your matter;
 - your employer or trade union, professional body or pension administrators;
 - your doctors, medical and occupational health professionals;
 - your referees and guarantors?
- via our information technology (**IT**) systems, e.g.:
 - case management, document management and time recording systems;
 - reception logs; and
 - automated monitoring of our websites and other technical systems, such as our computer networks and connections, CCTV and access control systems, telecommunications systems, and email messaging systems.
- via our website - we use cookies on our website (for more information on cookies, please see section 4 of this policy).

COOKIES

Let Canterbury.com Ltd does not use cookies

HOW AND WHY WE USE YOUR PERSONAL DATA

Under data protection law, we can only use your personal data if we have a proper reason

for doing so, e.g.:

- to comply with our legal and regulatory obligations;
- for the performance of our contract with you or to take steps at your request before entering into a contract;
- for our legitimate interests or those of a third party; or
- where you have given consent.

A legitimate interest is when we have a business or commercial reason to use your information, so long as this is not overridden by your own rights and interests.

The table below explains what we use (process) your personal data for and our reasons for doing so:

What we use your personal data for

Our reasons

To provide property related services to you	For the performance of our contract with you or to take steps at your request before entering into a contract.
Conducting checks to identify our clients and tenants and verify their identity	
Screening for financial and other sanctions or embargoes	To comply with our legal and regulatory obligations.
Other processing necessary to comply with professional, legal and regulatory obligations that apply to our business	
Gathering and providing information required by or relating to audits, enquiries or investigations by regulatory bodies	To comply with our legal and regulatory obligations.
Ensuring business policies are adhered to	For our legitimate interests or those of a third party – to make sure we are following our internal procedures so that we can deliver the best service to you.
Operational reasons, such as improving efficiency, training and quality control	For our legitimate interests or those of a third party – to ensure we are as efficient as possible in order to deliver the best service to you.
Ensuring the confidentiality of commercially sensitive information	For our legitimate interests or those of a third party – to protect our intellectual property and other commercially valuable information. To comply with our legal and regulatory obligations.
Statistical analysis to help us manage our business	For our legitimate interests or those of a third party - to ensure we are as efficient as possible in order to deliver the best service to you.
Preventing unauthorised access and modifications to systems	For our legitimate interests or those of a third party - to prevent and detect criminal activity that could be damaging to you or us. To comply with our legal and regulatory obligations.
Updating and enhancing client records	For the performance of our contract with you or to take steps at your request before entering into a contract

What we use your personal data for

Our reasons

To comply with our legal and regulatory obligations.

For our legitimate interests or those of a third party – to ensure we can keep in touch with our clients about new and existing services.

Statutory returns

To comply with our legal and regulatory obligations.

To comply with our legal and regulatory obligations.

Ensuring safe working practices, staff administration and assessments

For our legitimate interests or those of a third party – to ensure that we are following our internal procedures to work safely and efficiently.

Marketing our services to:

existing and former clients;

third parties who have previously expressed an interest in our services;

third parties with whom we have had no previous dealings.

For our legitimate interests or those of a third party – to promote our business to existing, former and potential clients.

Credit reference checks via external credit reference agencies

For our legitimate interests or those of a third party – for credit control and in order to verify the identity of our clients.

To comply with our legal and regulatory obligations.

External audits and quality checks, e.g. RICS Compliance, Association of Residential Managing Agents, Association of Residential Lettings Agents

For our legitimate interests or those of a third party – to maintain accreditations to demonstrate the high quality of our work and service.

To comply with our legal and regulatory obligations.

Insurance-related matters

For our legitimate interests or those of a third party – to maintain appropriate insurance coverage as a professional firm and to report any potential claim as required under our policies.

To comply with our legal and regulatory obligations.

The above table does not apply to sensitive personal data, which we will only process with your explicit consent, unless one of the exceptions to explicit consent under Article 9 of the GDPR applies. They include:

- Processing which is necessary for the establishment, exercise or defence of legal claims.
- Processing which is necessary to protect the vital interests of a natural person who is physically or legally unable to give consent.

WHO WE SHARE YOUR PERSONAL DATA WITH

We routinely share personal data with:

- professional advisers who we instruct on your behalf or refer you to, e.g. lawyers, accountants, medical professionals, tax advisors or other experts;
- credit reference agencies
- external auditors, e.g. in relation to the audit of our accounts
- external service suppliers, representatives and agents e.g. maintenance engineers

We only allow our service providers to handle your personal data if we are satisfied they take appropriate measures to protect your personal data. We also impose contractual obligations on service providers to ensure they can only use your personal data to provide services to us and to you.

We may disclose and exchange information with law enforcement agencies and regulatory bodies to comply with our legal and regulatory obligations.

We may also need to share some personal data with other parties, such as potential buyers of some or all of our business or during a re-structuring. Usually, information will be anonymised, but this may not always be possible. The recipient of the information will be bound by confidentiality obligations.

WHERE YOUR PERSONAL DATA IS HELD

Information may be held at our offices and those of the third-party agencies, service providers, representatives and agents as described above (see '**Who we share your personal data with**').

HOW LONG YOUR PERSONAL DATA WILL BE KEPT

We will keep your personal data after we have finished advising or acting for you. We will do so for one of these reasons:

- to respond to any questions, complaints or claims made by you or on your behalf;
- to enable us to carry out checks for conflicts of interest in the future;
- to show that we treated you fairly; and
- to keep records required by law.

We will not retain your data for longer than necessary for the purposes set out in this policy. Different retention periods apply for different types of data. When we complete advising you on a particular matter, we will inform you of how long we will retain your

data for or you can ask us at any time for our current retention period that applies to your type of matter. We will retain a digital record of having acted for you for as long as is necessary to carry out checks for conflicts of interest in accordance with our professional regulations.

YOUR RIGHTS

You have the following rights, which you can exercise free of charge:

Access	The right to be provided with a copy of your personal data.
Rectification	The right to require us to correct any mistakes in your personal data.
To be forgotten	The right to require us to delete your personal data in certain situations.
Restriction of processing	The right to require us to restrict processing of your personal data in certain circumstances, e.g. if you contest the accuracy of the data.
Data portability	The right to receive the personal data you provided to us, in a structured, commonly used and machine-readable format and/or transmit that data to a third party in certain situations.
To object	The right to object: at any time to your personal data being processed for direct marketing (including profiling); or in certain other situations to our continued processing of your personal data, e.g. processing carried out for the purpose of our legitimate interests.
Not to be subject to automated individual decision-making	The right not to be subject to a decision based solely on automated processing (including profiling) that produces legal effects concerning you or similarly significantly affects you.

For further information on each of those rights, including the circumstances in which they apply, please see the guidance from the UK Information Commissioner's Office on individuals' rights under the General Data Protection Regulation - <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>.

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

- email, call or write to our data protection officer - see below: '**How to contact us**'; and
- let us have enough information to identify you (your full name, address and client or matter reference number);
- 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 what right you want to exercise and the information to which your request relates.

No fee usually required

- You will not have to pay a fee to access your personal data (or to exercise any of the other rights). However, we may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive. Alternatively, we may refuse to comply with your request in these circumstances.

What we may need from you

- We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.

Time limit to respond

- We try to respond to all legitimate requests within one month. Occasionally it may take us longer than a month if your request is particularly complex or you have made a number of requests. In this case, we will notify you and keep you updated.

KEEPING YOUR PERSONAL DATA SECURE

We have appropriate security measures to prevent personal data from being accidentally lost, or used or accessed unlawfully. We limit access to your personal data to those who have a genuine business need to access 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.

HOW TO COMPLAIN

We hope that we can resolve any query or concern you may raise about our use of your information.

The General Data Protection Regulation also gives you right to lodge a complaint with a supervisory authority, in particular in the European Union or EEA state where you work, normally live or where any alleged infringement of data protection laws occurred. The supervisory authority in the UK is the Information Commissioner who may be contacted at <https://ico.org.uk/concerns> or telephone: 0303 123 1113.

CHANGES TO THIS PRIVACY POLICY

This privacy notice was published on 10th October 2018 and last updated in October 2018. We will provide you with reasonable prior notice of substantial changes in how we use your information, including by email at the email address you provide.

HOW TO CONTACT US

Please contact us or our data protection officer by post, email or telephone if you have any questions about this privacy policy or the information we hold about you.

Our contact details are shown below:

Let Canterbury.com Ltd

New House Cottage

London Road, Dunkirk

Faversham, Kent, ME13 9LL

info@letcanterbury.com

01227 786988

Data protection officer

Simon Hughes

simon@letcanterbury.com