

Robert Austin & Co.

Privacy Policy & Notice

This is the Privacy Notice of Robert Austin & Co. In this document, “we” or “us” refers to Robert Austin & Co.

Robert Austin & Co. is a Partnership trading under the name Robert Austin & Co. Chartered Surveyors.

Purpose of this privacy notice

This privacy notice aims to give you information on how Robert Austin & Co. collects and processes your personal data.

Controller

We have appointed a data privacy manager who is responsible for overseeing questions in relation to this privacy notice. If you have any questions about this privacy notice, including any requests to exercise your legal rights, please contact the data privacy manager using the details set out below.

Contact details

Our full details are:

Full name of legal entity: Robert Austin & Co.

Name of data privacy manager: Robert Austin

Email address: mail@robert-austin.co.uk

Postal address: Oakwell House, 7 Butts Court, Leeds, West Yorkshire, UK, LS1 5JS

Telephone number: 0113 245 0905

You have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues (www.ico.org.uk). We would, however, appreciate the chance to deal with your concerns before you approach the ICO so please contact us in the first instance.

Changes to the privacy notice and your duty to inform us of changes

This version was last updated in April 2019.

It is important that the personal data we hold about you is accurate and current. Please keep us informed if your personal data changes during your relationship with us.

Third-party links

Our website may include links to third-party websites, plug-ins and applications. Clicking on those links or enabling those connections may allow third parties to collect or share data about you.

We do not control these third-party websites and are not responsible for their privacy statements.

When you leave our website, we encourage you to read the privacy notice of every website you visit.

The Company operates a Commercial Estate Agency, Property Management and general practice commercial surveying business and for this business purpose we will collect and use personal data where appropriate.

The Partners and staff have an obligation to perform their duties for the proper management and governance of the business and to comply with the Rules of our Professional Bodies and other regulatory authorities.

The Partners understand the need for Privacy. We will not use personal information collected for any purpose other than individual client care, mailing service information, or individual contact where requested. For these purposes, the information may be stored. All information will be treated confidentially and in accordance with the legal provisions concerning data protection.

Robert Austin & Co. does not sell, rent or otherwise deal in the personal information we hold.

This policy describes what personal information we collect or obtain about you, how it is stored and how we use it.

1.Types of information collected

We receive and store any information you enter on our website or give us in any other way. We use your contact details to communicate with you.

We may contact you by post, email or telephone for these purposes.

You can obtain a copy of the information we hold that we have collected from you and ask us to amend it or cease to use it. Please note that there may be instances where it may be necessary for us to communicate with you, in any event, for administrative or operational reasons relating to our service.

The information collected will be appropriate for the purpose intended only and may include the following:

- your name;
- your address;
- e-mail address;
- telephone number/s;
- an overview of your requirements;
- Primary ID;
- Address ID;
- employment details;
- references;

Cookies

Cookies are small text files that are placed on your computer's hard drive through your web browser when you visit any web site. They are widely used to make web sites work or work more efficiently, as well as to provide information to the owners of the site.

Like all other users of cookies, we may request the return of information from your computer when your browser requests a web page from our server. Cookies enable our web server to identify you to us, and to track your actions and the pages you visit while you use our website. The cookies we use may last for a single visit to our site (they are deleted from your computer when you close your browser) or may remain on your computer until you delete them or until a defined period of time has passed.

Although your browser software enables you to disable cookies, we recommend that you allow the use of cookies in order to take advantage of the features of our website that rely on their use. If you

prevent their use, you will not be able to use all the functionality of our website. Here are the ways we may use cookies:

- To record whether you have accepted the use of cookies on our web site. This is solely to comply with the law. If you have chosen not to accept cookies, we will not use cookies for your visit, but unfortunately our site will not work well for you.
- To allow essential parts of our web site to operate for you.
- To operate our content management system.
- To operate the online notification form – the form you use to contact us for any reason.
- To enhance security on our contact form. It is set for use only through the contact form.
- To collect information about how visitors, use our site. We use the information to improve your experience of the site and enable us to increase sales. This cookie collects information in an anonymous form, including the number of visitors to the site, where visitors have come to the site from and the pages they visited.
- To store your personal information so that you do not have to provide it afresh when you visit the site next time. This cookie will last for a period of time after which it will delete automatically.

2. Method of collection

You may give us information about you by filling in forms on our web site, completing paper forms or by corresponding with us by telephone, e-mail or otherwise. This includes information you provide when you are:

- considering selling a property;
- considering buying a property;
- contacting us for professional services such as Surveys & Valuations
- considering letting a property;
- considering taking a tenancy of a property;
- purchase any of our goods or services;
- report a problem with our web site;
- contact us offering services and goods to our business.

3. Purposes of collection

Generally, we will collect, use and hold your information for conducting business.

Anti-Money Laundering

In addition to help you with a property related service we have to comply with regulations “Money Laundering, Terrorist Financing and Transfer of Funds Regulations 2017. We are required to obtain certain information from you to comply with the regulations. The information provided will only be used by us in relation to complying with the regulations and will not be shared unless required to do so under law.

We will require two separate Identification documents proof of ID and proof of address. We reserve the right to employ third party electronic verification for the purpose of verifying identity.

4. Lawful basis of processing

Robert Austin & Co. process your information under the following:

Performance of a contract: where you enter into a contract with us and we need to process your information as part of this contract.

Consent: where we process information under consent we will seek clear and unambiguous consent prior to processing your data.

Legitimate Interests: some information is processed by us as part of our legitimate interests which include: risk assessment, due diligence, network and information security, managing opting out, updating customer details, lettings, sales and other services provided by the data controller. To determine whether we have legitimate interests in processing your data, we balance the needs and benefits to us against the risks and benefits for you of us processing your data. This balancing is performed as objectively as possible, you are able to object to our processing and we shall consider the extent to which this affects whether we have a legitimate interest.

5. Information we share

We routinely share data with:

- our banks;
- our insurers and brokers;
- external service suppliers that we use to make our business more efficient,
- HMRC and other regulatory bodies;
- other agents, where we take part in meetings and such data is routinely shared.

We require all third parties to respect the security of your personal data and to treat it in accordance with the law. We do not allow our third-party service providers to use your personal data for their own purposes and only permit them to process your personal data for specified purposes and in accordance with our instructions.

Data may be shared whereby we are under a duty to disclose or share your personal data in order to comply with any legal obligation;

- when we are requested by HMRC for information in accordance with legislated powers;
- where we are required to do so by law or in connection with legal proceedings;
- to comply with Money Laundering Obligations. This includes exchanging information with other organisations for the purposes of fraud protection and credit risk reduction;
- we may disclose personal information to our accounting, legal or other professional advisers;
- to our insurers;
- to our landlord and vendor clients where you as an applicant tenant or buyer have expressed an interest;
- we may disclose personal information to our agents and service providers such as EPC contractors and contractors - when you have given consent to this.

6. Data security

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal data on our instructions and they are subject to a duty of confidentiality.

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

7. How long do we keep information for?

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements.

By law we have to keep basic information about our clients (including Contact, Identity, Financial and Transaction Data) for seven years after they cease being clients for tax purposes. However, if the data is held about a management client, we will retain all files until such a time as we no longer manage the property in question.

8. Where we store information about you

All data collected will be kept securely on computer and secure paper files. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

9. Access your information

You are entitled to have access to the information we hold about you. Access request must be made by e-mail to us here mail@robert-austin.co.uk or write to us at: Robert Austin & Co. Chartered Surveyors, Oakwell House, 7 Butts Court, Leeds, West Yorkshire, UK, LS1 5JS.

10. How we Protect Personal Information

The Security of your personal information is very important, and we are committed to protecting the information we collect. We maintain administrative, technical and physical safeguards to protect the personal information you provide.

11. Changes to our privacy policy

Any changes we may make to our privacy policy in the future will be posted on our website. Please check back frequently to see any updates or changes to our privacy policy.

We comply with the Data Protection Principles, the Data Protection Act 1998 and the General Data Protection Regulation (GDPR).

April 2019.