

PRIVACY POLICY

This Privacy Notice is made on behalf of HOLDENS ESTATE AGENT of 6 Watkin Lane, Lostock Hall, Preston, PR5 5RD, Registration number Z3498769. For any queries, please contact Holdens Estate Agent on 01772 698888.

We collect, use and are responsible for certain personal information about you. When we do so, we are subject to the GENERAL DATA PROTECTION REGULATION (EUGDPR 2016/679 applicable 25th May 2018), which applies across the European Union (including the United Kingdom) and we are responsible as controller of that personal information for the purposes of those laws.

What information do we collect?

We collect any personal information which you give to us including names, addresses, contact details, ID and financial details.

Why do we collect and retain information on you?

We will use personal information to verify your identity, perform anti-money laundering and other regulatory functions and to fulfil your instructions to perform our duties in terms of the contractual and legal obligations.

Where your information is stored and how it is kept secure

Digital data is held securely using password and data encryption techniques with other forms of data secured under lock and key. All data is held securely at UK locations.

Your rights as a data subject

1. You have a number of rights in relation to your Personal Data under GDPR. In relation to certain rights, we may ask you for information to confirm your identity and, where applicable, to help us to search for your Personal Data. We will respond to you within 30 days after we have received this information.
2. Accessing your Personal Data. You have the right to ask for a copy of the information that we hold about you by e-mailing or writing to us at the address in paragraph one. We may not provide you with a copy of your Personal Data if this concerns other individuals or we have another lawful reason to withhold such information.
3. Withdrawing your consent. Where we rely on your consent for processing your Personal Data, you may withdraw your consent at any time by contacting us using the details in paragraph one of this Privacy Policy. Provided such does not compromise our requirement to fulfil our obligations, we shall assist accordingly.
4. Objecting to our use of your Personal Data and automated decisions made about you. You may object to us using your Personal Data by e-mailing or writing to us at the address in Paragraph one of this Privacy Notice in which case we will temporarily stop processing your Personal Data in line

with your objections until we have investigated the matter. If we agree that our objection is justified in accordance with your rights under data protection laws, we will permanently stop using your data for those purposes. Otherwise we will provide you with our justification as to why we need to continue using your data.

5. You may object to us using your Personal Data for direct marketing purposes and we will automatically comply with your request.

6. Erasing your Personal Data or restricting its processing. In certain circumstances you may ask for your Personal Data to be removed from our systems by e-mailing or writing to us at the address in Paragraph One of this Privacy Notice. Unless there is a reason that the law allows us to use your Personal Data for longer, we will make reasonable efforts to comply with your request.

7. In the event that we are unable to fulfil your requests, we shall inform you as to why and what further complaint procedures are available to you. You have the right to complain to the Information Commissioners Office (ICO), for contact details see www.ico.org.uk

When will the information held be deleted?

Information shall be retained for a maximum of 7 years after the completion of a sale/purchase or within a maximum of 12 months should a sale or purchase not take place.

What happens if the way the information is processed should change

Holdens Estate Agents may change this policy from time to time by updating this page.