

BARCLAY RESIDENTIAL

PRIVACY NOTICE

Barclay Residential (We or Our) is committed to protecting and respecting your personal information.

This Privacy Notice gives you detailed information on when and why we collect your personal information, how we use it and how we keep it secure. Please read the following carefully to understand our practices regarding your personal information and how we will treat it.

WHO WE ARE

We are a sales, lettings and management agent registered as a limited company in England and Wales (Company number 03391736) specialising primarily in properties within the London area. For the purpose of the Data Protection Act 1998, or after 25 May 2018, The General Data Protection Regulation, the data controller of your personal information is Barclay Residential, 1 Relton Mews, Knightsbridge, London, SW7 1ET.

Questions, comments and requests regarding this Privacy Notice are welcomed and should be addressed to ashley@barclayresidential.com or Barclay Residential, 1 Relton Mews, Knightsbridge, London, SW7 1ET.

WHY WE COLLECT PERSONAL INFORMATION FROM/ABOUT YOU

We only collect the personal information that is necessary to carry out our business, provide you with the services you have requested and to keep you informed. We process your personal information for certain legitimate business interest purposes, which include some or all of the following:

Where the processing is necessary for the performance of a contract to which you are a party:

- where you are a purchaser or seller of a property to provide your information to respective solicitors
- where you are a tenant, to provide your information to your landlord;
- to set up utilities for your property;
- to set up the correct council tax collection for your property;
- to arrange inventory check-ins and check-outs;
- to arrange for repairs and/or maintenance on the property through third party contractors instructed by us; and
- where necessary, to set up standing orders with banks for future payments.

Where we have justifiable reason (including legal obligation and legitimate interest):

- to identify and prevent fraud;
- to enhance, modify or improve our services/communication for the benefit of our customers;
- to enhance the security of our network and information systems;

WHAT PERSONAL INFORMATION WILL WE COLLECT FROM/ABOUT YOU?

Personal information is any information that can be used to identify you. For example, it can include information such as your name, address, telephone number, date of birth, email address, and bank details, as well as information relating to your personal circumstances.

- **Information you give us:** You may give us information about you when you:
 - make an enquiry about our services (eg letting, tenant, refurbishment services or sales);
 - arrange a property viewing;
 - request a quote for conveyancing services;
 - request a valuation of a property you are looking to let or sell;
 - let or sell a property with us, or rent or purchase a property from one of our (as applicable) landlords or sellers (which would also include day-to-day dealings with you);
 - otherwise give us personal information (eg when you give us personal information to enable us to carry out reference checks with third parties or arrange for an energy performance certificate, or when you report a problem with services or our website).

You may give us this information when you correspond with us by phone, e-mail or otherwise.

- **Information we receive from other sources:** This is information we receive about you if you use the other services we provide. In this case we will have informed you when we collected that data if we intend to share that data internally and combine it with data collected on this site. We will also have told you for what purpose we will share and combine your data. We also work closely with other third parties including, for example:

- your financial advisors, solicitors and (as applicable) landlord(s) or tenant(s);
- our sub-contractors in technical, payment and delivery services;
- credit and other third party reference agencies

We will notify you when we receive information about you from them and the purposes for which we intend to use that information.

WHAT WILL WE DO WITH YOUR PERSONAL INFORMATION?

- **Information you give to us:** We will use this information to:
 - contact you;
 - verify your identity (eg for the purposes of the Immigration Act 2014);
 - give you the information, support and services you request from us (eg property advertising, property management, property appraisals and viewings);
 - carry out our obligations arising from any contracts entered into between you and us;

- gain an understanding of your situation so that we can offer you the best possible personalised services;
 - provide you with information about other relevant services we offer;
 - help our internal administration (eg accounting and records) and to inform you about changes to our services, products or policies;
 - look into, and respond to, complaints, legal matters or any other issues; and
- **Information we receive from other sources:** We will combine this information with information you give to us and information we collect about you. We will use this combined information for the purposes set out above (depending on the types of information we receive).
 - **Information we collect about you:** We will use this information to:
 - carry out credit or other reference checks with third parties;

As stated in Your Rights below, you have a right to ask us not to use your information in this way. However, we may need certain information to enable us to provide you with the services and/or information you ask for, so restrictions you ask us to make on how we use your personal information may affect what services and information we can provide.

HOW LONG WILL WE HOLD YOUR PERSONAL INFORMATION FOR?

We will retain your personal information only for as long as is reasonably necessary for the purposes set out in this Privacy Notice and to fulfil our legal obligations. The retention period will vary according to the purpose as set out below.

- **Letting a property via Us:** We will hold all relevant personal information about you for the duration of the letting plus 6 years thereafter (or such other period as required by law).
- **Renting a property via Us:** We will hold all relevant personal information about you for the duration of the rental plus 6 years thereafter (or such other period as required by law).
- **Residential sales:** We will hold all relevant personal information about you for 6 years from the date of collection (or such other period as required by law).
- **Residential purchases:** We will hold all relevant personal information about you for 6 years from the date of collection.
- **Enquiry but no letting, rental, sale or purchase:** We will hold all relevant personal information about you for 3 months.
- **When you report a problem with our website:** We will hold all relevant personal information for no longer than 1 month from receipt of your report.

WHO WILL WE DISCLOSE YOUR PERSONAL INFORMATION TO?

We will share your personal information with our employees, contractors and agents but their use shall be limited to the performance of their duties and in line with the reason for processing. We may also share your information with third parties in the following instances:

- with service providers who work on Our behalf for the performance of any contract we enter into with them or you, for example payment processing or email delivery service;

- to provide services or information requested by you (eg arranging a property viewing);
- with your landlord if you are a tenant or prospective tenant
- for the purposes of fraud and credit risk reduction;
- for the purposes of carrying out credit or other reference checks with third parties;
- where we are under a duty to disclose or share your personal information in order to comply with any legal obligation, or in order to enforce or apply the terms of a legal agreement; or to protect our rights or property;

Please note that we do not control the privacy or security practices of these third parties.

WHERE WILL WE STORE YOUR PERSONAL INFORMATION?

We store your personal information using a desktop software called CFP winMan SDB, it is installed directly on our machines. Data is stored on our computers, CFP winMan SDB is not a Data Processor as they do not process our winMan SDB data in any way.

The personal information that we collect from or about you will not be transferred outside the European Economic Area (**EEA**) other than if you are a tenant or prospective tenant and your landlord is resident outside of the EEA. In such circumstances, we will send your details through to the landlord so that the landlord can proceed with your tenancy – this transfer of your personal information is necessary for the performance of your tenancy contract with the landlord.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal information, we cannot guarantee the security of your personal information transmitted to our website; any transmission is at your own risk. Once we have received your personal information, we will use strict procedures and security features to try to prevent unauthorised access.

YOUR RIGHTS

You can request full details of personal information we hold about you under the Data Protection Act 1998, or after 25 May 2018, The General Data Protection Regulation, by sending a description of the information you would like to see, together with proof of your identity to ashley@barclayresidential.com

At any time you have the right to ask Us to amend or stop how We use your personal information. You can do this by phoning, or emailing using our contact details below.

You have the right to get information held about you by us corrected. If you have any concern about the accuracy of your personal data, please let us know using the contact details below. If you would like us to remove the personal information we hold about you, please contact us using the contact details below.

By email: ashley@barclayresidential.com

By phone: 0207 824 8288

By post: Barclay Residential, 1 Relton Mews, Knightsbridge, London, SW7 1ET.

You have a right to seek compensation from us for any damages caused to you by us breaching the Data Protection Act 1998, or after 25 May 2018, The General Data Protection Regulation.

You have the right to lodge a complaint with the supervisory authority, The Information Commissioner's Office – www.ico.org.uk. You can contact the ICO as follows:

By email: Please complete the form at <https://ico.org.uk/global/contact-us/email/>

By phone: 0303 123 1113

By post: Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

LINKS TO OTHER WEBSITES

Our website may, from time to time, contain links to and from the websites of our advertisers and affiliates. If you follow a link to any of these websites, please note that these websites have their own privacy and cookie policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal information to these websites.

CHANGES TO THIS PRIVACY NOTICE

This Privacy Notice was last updated on 14th May 2018. Any updates to this Privacy Notice will be posted on this page - please check back from time to time. We may also inform you of any changes where we hold an appropriate email address for you.