



Banhams Relocation Services Privacy Notice

This privacy notice lets you know what happens to any personal data that you give to us, or any that we may collect from or about you. This privacy notice applies to the personal information processed by or on behalf of **Banhams Relocation Services**. It applies to the personal data of our customers/clients.

The General Data Protection Regulation (GDPR) became law on 24th May 2016. This is a single EU-wide regulation on the protection of confidential and sensitive information. It enters into force in the UK on the 25th May 2018, repealing the Data Protection Act (1998).

For the purpose of applicable data protection legislation (including but not limited to the General Data Protection Regulation (Regulation (EU) 2016/679) (the "GDPR"), and the Data Protection Act 2018 (currently in Bill format before Parliament) the organisation responsible for your personal data is **Banhams Relocation Services**.

This Notice describes how we collect, use and process your personal data, and how, in doing so, we comply with our legal obligations to you. Your privacy is important to us, and we are committed to protecting and safeguarding your data privacy rights.

What information do we collect about you?

We only collect information about you for lawful purposes in order for us;

- to provide the most effective and highest quality service to you and
- to assist in the running of **Banhams Relocation Services**.

This includes management of records, communications concerning you/your property, ensuring the quality of our service(s) as well as the management of our service(s) to you both now and in the future.

Banhams Relocation Services has a duty to you to protect your information and all our staff are bound to this duty in their contracts of employment.

How do we maintain the confidentiality and security of your records?

We are committed to protecting your privacy and will only use information collected lawfully in

accordance with:

- Data Protection Act 2018
- The General Data Protection Regulations 2016
- Human Rights Act 1998
- Common Law Duty of Confidentiality

Information held about you, whether on paper or computerised, is protected from unauthorised access. We have a Data Protection management structure in place to oversee the effective and secure processing of your personal and or special category (sensitive, confidential) data.

All the personal data we process is processed by our staff in the UK however for the purposes of IT hosting and maintenance this information may be located on servers within the European Union.

No 3rd parties have access to your personal data unless the law allows them to do so and appropriate safeguards have been put in place.

How is information used?

We process (use) the information given to us by people who use our services to:

- Assist in the sale of your property
- Assist in the purchase of your property
- Assist in the letting/rental of your property
- Assist in you renting a property
- Market suitable properties to you based on a set of pre-defined preferences supplied by you
- Refer you to suitable solicitors (with your consent to do so)
- Refer you to financial advisors (with your consent to do so)
- Assist in any remedial works that are needed on a property

If you have any questions or concerns about how information is used please contact us via info@Banhamsrelocationservices.co.uk

How long do we hold your information for?

Banhams Relocation Services have a regulated requirement to hold records of completed transactions for 6 years. We also securely retain other records in accordance with the Information Commissioners Office (ICO) Retention Schedule. For more information please contact us via info@Banhamsrelocationservices.co.uk

Data subject rights

The General Data Protection Regulation (2016) gives you the general right to apply to see or to be given a copy of personal data held about you. For further information please contact us via info@Banhamsrelocationservices.co.uk

You also have the right to request rectification or erasure of personal data, to restrict or object to the processing and to the right of data portability. If consent is relied on, you have the right to

withdraw consent to processing at any time. For further information please contact us via info@Banhamsrelocationservices.co.uk

What should you do if your personal information changes?

You should tell us so that we can update our records. Please contact the organisation as soon as any of your details change, this is especially important for changes to address or contact details (such as your mobile phone number).

We may from time to time ask you to confirm that the information we currently hold is accurate and up-to-date.

Complaints/Appeals

In the event that you believe Banhams Relocation Services has not complied with the Act, either in responding to a request or in our general processing of your personal information, you should contact us via info@Banhamsrelocationservices.co.uk

If you remain unsatisfied you also have the right to complain to, appeal to or raise your concerns with the Information Commissioner, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF
Enquiry Line: 01625 545700 or by e mail to: www.ico.gov.uk

Further Information:

This notice does not give a full explanation of the Law. If it doesn't answer your questions or you would like more detailed information please contact us.

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