



## **Newberry Tully Privacy Notice - Sales and Lettings**

At Newberry Tully we are committed to safeguarding our client's privacy whilst providing a personalised service. In this privacy statement, when we use the terms "we", "us", or "our", we are referring to Newberry Tully Estate Agents.

Newberry Tully is a data controller for the personal information that we collect and use on your behalf. We will treat your personal information as confidential and in accordance with data protection law and General Data Protection Regulations (GDPR). We will never sell on your personal data.

This privacy policy explains how we use any personal information we collect about you when you use our services.

### **What information do we collect about you?**

In order to provide you with the best possible service, we need to collect information (including sensitive personal information) about you when you register with us or contract us to provide a property sales or lettings service.

We use a variety of data capture forms depending on the service you require. These are short forms (online and paper) that allow us to contact you and act on your behalf regarding a service or property that you have enquired about. We will never contact you for any other reason unless you have opted-in to further communication from us.

### **Sales and Lettings enquiries, valuations. We usually ask for the following :**

- First and last name (so we know what to call you)
- Telephone number (so we can get in touch with you to organise a viewing)
- Email address (so we can contact you or provide you with further information)
- Your selling status (to understand what stage in the selling process you are and offer as much accurate help as possible)
- Property details (your address and postcode)
- Potential tenants will be asked about their employment status and affordability will be checked
- At point of reference, tenants will be asked to complete an application form providing previous address, landlord details and bank details for credit checking. Also proof of identity for the Right to Reside check.
- At point of offer lettings tenants will be asked for guarantor information, if applicable.

- At point of offer or before in sales transactions, affordability to purchase will be discussed and checked
- At point of offer or before in sales transactions proof of ID will be required under the Money Laundering Regulations 2007 and The Proceeds of Crime Act 2002.

### **Access to your information and correction**

You have the right to request a copy of the information that we hold about you. If you would like a copy of some or all of your personal information, please email or write to us at the following address:

info@newberrytully.co.uk

Newberry Tully Estate Agents, 53 Church Street, Seaford BN25 1LN

You also have the right to ask us to correct any mistakes or to request that the information be permanently deleted from our records.

### **Cookies**

Website usage information is collected using cookies. Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. This information is used to track visitor use of the website and to compile statistical reports on website activity.

For further information visit [www.aboutcookies.or](http://www.aboutcookies.or) or [www.allaboutcookies.or](http://www.allaboutcookies.or)

You can set your browser not to accept cookies and the above websites tell you how to remove cookies from your browser. However in a few cases some of our website features may not function as a result.

### **Security, retention and disposal of data**

Any information provided to us is stored on secure industry software (compliant with GDPR) or is held securely in paper files for which we have implemented physical and electronic security guards.

The period for which we will keep your personal data will depend on the type of service you have requested from us. We will delete electronic records or securely dispose of your hard copy data automatically after 7 years or sooner if we don't feel it's necessary to keep.

Your personal information will not be normally disclosed to third-parties. In some circumstances however, we may need to disclose your personal details to a third party, so that they can provide a service that you have requested. Please note that we will only work with third parties necessary to the completion of any services that you've requested from us and we only instruct third parties trusted to us based on their security procedure.

Third-parties that we currently work with include:

- The Deposit Protection Service
- LetsXL - Lettings & Right to Reside reference processing
- Domus - Sales and Lettings data software provider
- LetMC - Lettings data software provider

- Solicitors and Conveyancers
- Financial Advisors
- Contractors - property maintenance

### **Changes to our privacy policy**

We keep our privacy policy under regular review and this p[ri]vacy policy was last updated on 1 May 2018.