

Here at Clive Pearce Property we take your privacy seriously and will only use your personal information to administer your account and to provide the products and services you have requested from us in relation to the sale, purchase, rental or management of a property.

This Privacy Notice explains in the types of personal data we may collect about you when you interact with us. It also explains how we'll store and handle that data, and keep it safe.

Your information is only used for things you would expect in relation to selling buying or renting or managing a property. We will only keep you information for a long as is needed normally in conjunction with our legal requirements. We may share your information with other companies to enable us to carry out tasks such as Anti Money Laundering, Referencing, Contractors and Solicitors etc. These will only be given the information sufficient for them to carry out their tasks; plus other government bodies or companies that we may be legally required to supply information to.

GDPR Data Protection Regulations

We may also use your information to carry out the following with third party companies

Selling

AML (anti money laundering checks)	Credit Safe
Conveyancing Quotations & Legal services	Law Firm Services & Local Solicitors
Surveys, Epcs, Repairs	Contractors, Surveyors, Assessors
Sales Chain Information	Estate Agents & Solicitors involved in sales chain

Renting

Right To Rent Checks	
Deposit Protection	Deposit Protection Service
References for renting a property	Rent 4 Sure
Repairs Gas checks etc	Local Contractors
Energy meter readings	Utilitel
Reference requests	Companies requesting references on your behalf/Banks/HMRC

We hope this answers any questions you have but if not, please do get in touch with us.

It's likely that we'll need to update this Privacy Notice from time to time. We'll notify you of any significant changes, but you're welcome to come back and check it whenever you wish.

Explaining the legal bases we rely on:

The law on data protection sets out a number of different reasons for which a company may collect and process your personal data, including:

Consent

In specific situations, we can collect and process your data with your consent.

For example, when you register with us to receive email or sms property alerts or newsletters.

Contractual obligations

In certain circumstances, we need your personal data to comply with our contractual obligations.

For example, when asking us to sell or manage your property or rent or buy from us

Legal compliance

If the law requires us to, we may need to collect and process your data.

For example, to carry out Anti Money Laundering Checks or Right to Rent Checks and we can pass on details of people involved in fraud or other criminal activity to law enforcement.

Legitimate interest

In specific situations, we require your data to pursue our legitimate interests in a way which might reasonably be expected as part of running our business and which does not materially impact your rights, freedom or interests.

For example, we may use your information to enable us to send you direct marketing information by post, telling you about products and services that we think might interest you.

How long will we keep your personal data?

Whenever we collect or process your personal data, we'll only keep it for as long as is necessary for the purpose for which it was collected.

At the end of that retention period, your data will either be deleted completely or anonymised so that it can be used in a non-identifiable way for statistical analysis and business planning.

Some Examples of customer data retention periods:

Accounting

If you are a landlord or seller we have legal requirement to keep the information, we'll keep the data for 7 years.

Right to Rent Checks

If you have provided information for right to rent checks we are required to keep the information for thirteen months after the tenancy has ended.

Anti Money Laundering for Sellers and Buyers

We are required to keep this for five years after the transaction has concluded.

What are your rights over your personal data?

An overview of your different rights

You have the right to request:

- Access to the personal data we hold about you, free of charge in most cases.
- The correction of your personal data when incorrect, out of date or incomplete.
- That we stop using your personal data for direct marketing (either through specific channels, or all channels).
- That we stop any consent-based processing of your personal data after you withdraw that consent.

You can contact us to request to exercise these rights at any time as follows:

To ask for your information please contact The Data Protection Officer, Clive Pearce Property, 31 Lemon Street, Truro TR1 2LS or email miranda@clivepearceproperty.com

If we choose not to action your request we will explain to you the reasons for our refusal.

Your right to withdraw consent

Whenever you have given us your consent to use your personal data, you have the right to change your mind at any time and withdraw that consent.

Where we rely on our legitimate interest or there is a legal requirement

In cases where we are processing your personal data on the basis of our legitimate interest, you can ask us to stop for reasons connected to your individual situation.

We must then do so unless we believe we have a legitimate or legal overriding reason to continue processing your personal data.

Checking your identity

To protect the confidentiality of your information, we will ask you to verify your identity before proceeding with any request you make under this Privacy Notice.

If you have authorised a third party to submit a request on your behalf, we will ask them to prove they have your permission to act.