

EBG

Escritt Barrell Golding

Privacy Policy

1. What this Privacy Policy covers

Escritt Barrell Golding (EBG) is committed to protecting your personal information. In this notice, references to “We”, “Us” or “Our” mean EBG. This notice explains how we collect and use the personal information we hold about you.

2. Information about Us

- The Data Protection Officer can be contacted by email at grantham@ebgproperty.co.uk, by telephone on 01476 590211 or 565371 or by post at our registered office - 24 St Peters Hill, Grantham, Lincolnshire, NG31 6QF.
- We are members of and regulated by the Royal Institution of Chartered Surveyors (RICS).
- We are also members of the Central Association of Agricultural Valuers (CAAV), the National Association of Estate Agents (NAEA), the Association of Residential Letting Agents (ARLA), the National Federation of Property Professionals (NFoPP), and the National Approved Letting Scheme (NALS).
- We are registered with the Information Commissioners Office for Data Protection. Our registration number is Z571819X.

3. Your rights

As a data subject, you have the following rights:

- To be informed about our collection and use of personal data.
- To access the data we hold about you.
- To rectify any personal data we hold about you.
- The right to be forgotten (for marketing purposes only).
- To restrict (i.e. prevent) the processing of your personal data (in the event of cancellation of an application/reference).
- To exercise data portability (to re-use your personal data with another service or organisation).
- To object to us using your personal data for particular purposes (excluding rules with which we are governed by for legal or business reasons).
- To lodge a complaint with the Data Protection Authority (DPA).

If you have cause for complaint about our use of your personal data, please contact us using the details provided in section 2 and we will do our best to resolve the problem for you.

4. What data do we collect?

We collect your information for the purpose of the services we are carrying out on your behalf and to offer you services in the future. This information will include:

- Personal details – your name and address (including an email address where possible) and contact telephone numbers.
- Proof of identity (to comply with Money Laundering Regulations).
- Financial data to establish affordability (to comply with MLR).
- 3rd Party cookies with analytics when visiting our website (for marketing statistics).

5. How do we use your data?

Our use of your personal data will always have a lawful basis, because it is necessary for our performance of a contract with you, because you have consented to our use of your personal data or because we have an obligation to our governing bodies. Specifically, we may use your data for the following purposes:

- Supplying our services to you (due to the nature of our business we require your personal data in order to enter into a contract with you).
- Replying to emails from you.
- Sending SMS text messages for reminders of appointments and alerts.
- Supplying you with details of properties or services that may be of interest to you.
- To comply with the rules of the governing bodies associated with our business.
- To monitor site traffic and compile marketing statistics based on the results.

6. How and where do we store your data?

We only keep your personal data for as long as we need to in order to use it as described above in section 5. We shall ensure that the following measures are taken with respect to the storage of personal data:

- All electronic copies of personal data are stored on a secure password protected server.
- All hardcopies of personal data, along with any electronic copies stored on physical, removable media are stored securely in a locked and alarmed building.
- No personal data will be stored on any mobile device (including, but not limited to, laptops, tablets and smartphones).
- No personal data will be transferred to any device personally belonging to an employee and personal data will only be transferred to devices belonging to agents, contractors or other parties working on behalf of the company where the party has agreed to comply fully with the letter and spirit of this Policy and of the GDPR.

7. Who do we share your data with?

Depending on your relationship with us it will depend who we share your data with. In certain circumstances, we may be legally required to share certain data held by us, which may include your personal data, for example:

- Third party contractors who we instruct to undertake work on your behalf.
- Where we are involved in legal proceedings, including court orders.
- Where we are complying with legal obligations.
- For details of third parties that we are likely to share your data with during a usual business relationship please ask a member of our staff or email grantham@ebgproperty.co.uk or lettings@ebgproperty.co.uk or sleaford@ebgproperty.co.uk .

8. How long will we keep your information for?

We will keep your data for 6 years or as legally required after our business relationship with you has ended.

9. How will we delete your data?

We will delete all electronic files from our servers and we will securely shred all hardcopy documents after a sufficient archive period.