

Richardson's Privacy Policy - updated May 2018.

This Privacy Policy explains how we, Richardson Thompson Leech LLP t/a Richardson use the personal information you provide to us.

We comply with our obligations under The Data Protection Act 1998 and The General Data Protection Regulation (GDPR) dated 25th May 2018 and we are wholly committed to ensuring that your privacy is protected, and this policy explains how we collect, use, process and protect your personal information.

What is personal information?

We define personal information primarily as names, telephone and mobile numbers, email addresses and property addresses. However, personal information may also include location data and online identifiers like IP addresses.

What personal information do we collect from you?

We collect personal information from you when you interact with us or use our services. We do not track your IP address or other personal identifying data during your visit to our website. We will only use your personal information when you register from search engines, our website, phone calls, emails, in writing or visiting our office.

Social Media

Where we use social media advertising, it is important to be aware that sites we use. Facebook and Twitter give automatic access to some of your personal information that they store about you, e.g. posts you have liked, content you have viewed, your IP address.

Links to other websites

Our website may contain links to enable you to visit other websites of interest easily. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement.

How do we process your personal information?

We store your data using Expert Agent, MUS and other suitable systems and processes including paper files.

How do we use your personal information?

We use your personal information to provide and improve our services, contact you about your enquiry, to provide you with personalised customer service, personalised advertising and marketing for the following specific purposes:-

- To administer and manage your requirement relating to property or land, a property sale or property management.
- To comply with applicable laws, professional regulations and rules.
- To provide you with details of our services.
- To notify you of changes to any regulations and changes to this Privacy Policy.
- To make checks of reference agencies to comply with money laundering regulations and right to rent checks.
- For the purpose of recovery of a debt in case of non-payment.
- Use by a third party for any contractual or order fulfilment process they will only retain and use your personal contact information for the period required to undertake this process and are bound by this policy.

How do we protect your personal information?

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online. Some of the safeguards we use are:

- Firewalls, data encryption, access and authorisation controls.
- When it is no longer necessary for us to retain your personal information, or
- Following a personal request to remove your personal information, we will dispose of it in a secure manner.

Do we share your personal information?

We do not sell, distribute or lease your personal information to third parties. We will only use your personal information to process your enquiry, to send you promotional information which we think you may find interesting if you have given us your permission to do so. We only use data that is directly relevant and necessary to accomplish the specified purpose.

We may be required to disclose your personal information to third parties in certain circumstances. In particular:

- If we are under a duty to disclose or share your personal information to comply with a legal obligation.
- Request from a Government Authority.
- If we sell any business or part in which we disclose your personal information.

How can you access, manage or correct your personal information?

- You can request access to your personal information and details of our processing your personal information.
- Request us to correct inaccurate personal information.
- Request us to delete your personal information.
- Object or restrict the processing of your data for direct marketing.
- Lodge concerns with the Information Commissioners Office (ICO)

We will not keep your personal information longer than is necessary, taking into account information required to fulfil our legal and legitimate business requirements.

Legal Basis for processing the data

Our legal basis for these uses of your personal information may include

- It is necessary for our legitimate interests in operating our business and/ or providing a service
- It is necessary for the execution of our Terms of Business and contracts to which you are a party with us.

How long do we keep your personal information?

We keep your data for as long as necessary to provide you with the information, or services you have enquired about or for other essential purposes such as complying with our legal obligations, resolving disputes, and enforcing our policies. You can ask us to remove your data at any time by sending a request to our offices. All paper files are shredded / destroyed after six years in storage.

How to contact us

By telephoning our office on 01780 762433 or email: post@richardsonsurveyors.co.uk.