

DATA PROTECTION

Your privacy is important to us.

This leaflet tells you how Astley & Co use the information you give us and how we protect your privacy. It also explains your rights under the General Data Protection Regulations.

Collecting information and protecting your privacy.

Our aim is to offer the correct advice for your property journey. To provide such advice, we need to know about your personal situation, and we may request private information about you, for example, your contact details and whether you have sold your property or are about to. Much of the information you provide will allow us to negotiate on your behalf a purchase or sale of a property through our agency. We do not collect personal information from third parties.

Astley & Co is committed to protecting your privacy and we need to earn your trust and assure you that we will keep your personal information confidential and secure and only for as long as is necessary.

In addition, we will make every effort to ensure that the information you provide is recorded accurately and that it is only passed to companies, such as other solicitors and surveyors who comply with the General Data Protection Regulations (GDPR).

We may use your information in a variety of ways:

- To introduce you to a range of products and services offered by the companies we are associated with (or may be associated with in the future).
- To help with administration.
- To contact you with details of changes to products you have bought.
- For business analysis and research.
- For marketing products and services, we think may be suitable for you (unless you ask us not to send you this information).
- To comply with the Law and/or FCA requirements.
- To verify your identity by searching publicly available records held by credit reference agencies.
- To prevent fraud and money laundering we may pass your details to other companies, public bodies including the police or to an insurer's database. Insurance companies can search databases for any relevant information that exists about you.

We therefore process your data because it is necessary for:

- the performance of a contract to which you are a party.
- compliance with legal obligations to which we as the controller are subject.

None of the information gathered about you will be used in automatic decision making.

Your health details.

We may send your information to third parties that are carrying out work on our behalf.

Your Data Protection rights

You have certain rights under the GDPR. These include the right to:

- Ask for a free copy of your personal information in a portable format.
- Stop us sending you marketing material about products and services.
- Have any incorrect information we hold about you corrected.
- Ask us to restrict processing of your personal data.

As the processing of your personal information is necessary for a legal obligation placed upon us by the FCA and may be required for the establishment, exercise, or defence of legal claims, we will not be able to permanently delete your personal information until the end of the period we have deemed necessary.

We may record telephone calls so we can check we have acted on your instructions correctly and to ensure we are giving you appropriate service. We may also monitor calls for security and training purposes.

Complaints

If you have any complaints about the way, we have handled your personal information, please contact us at our trading address 199 Wroxham Road, Norwich, NR7 8AB.

You also have the right to refer your complaint to the Information Commissioner.

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