

## Featherstone Leigh Deletion Policy

Featherstone Leigh is committed to full compliance in data protection. When you register with the company we will use, process and store your data in the following ways.

**Data Storage:** All of our external and internal servers and software are held with fully compliant SLA's (Service Level Agreements).

**Personal Data:** Featherstone Leigh will record and use personal data to aid us and you in offering the highest levels of service. Your record will always be used and stored with an approved status defined with GDPR.

**Sales and Letting Valuation:** Owners details to be stored and processed under Legitimate Use. Our policy will be to retain this data for 6 years. If no contact or further instruction is forthcoming then the record will be deleted in accordance with our deletion policy. If contact is current or ongoing then a rolling period of 6 years will be applied.

**Sellers:** Where a sale is completed we are required by law to keep full details of the transaction for a period of six years. On expiry of this period we will delete the details in accordance with our deletion policy. Data from sellers of unsold and withdrawn property will be retained for 24 months if there is no further instruction or contact and on a 24 month rolling basis where there is.

**Landlords:** Where a let is completed we are required by law to keep full details of the transaction for a period of six years. On expiry of this period we will delete the details in accordance with our deletion policy. Data from landlords of unlet and withdrawn property will be retained for 6 years if there is no further instruction or contact and on a 6 year rolling basis where there is.

**Sales buyers:** Potential purchasers will be registered and stored for up to 6 years and, if inactive, deleted. Active buyers will remain on a rolling 6 year period. During this process, we may collect, store and use personal data such as occupation, interests and habits to assist in finding a suitable property. In the event that an applicant purchases a property then we will store this information for six years as required by law and delete under our deletion policy.

**Lettings Tenants:** Prospective lettings tenants will be registered and stored for 12 months and, if inactive, deleted. Active prospective tenants will remain on a rolling 12 month period. During this process, we may collect, store and use personal data such as occupation, interests and habits to assist in finding a suitable property. In the event that an applicant rents a property then we will store this information for six years as required by law and delete in accordance with our deletion policy. We will also pass prospective tenants data over to referencing and inventory companies. As a tenant we may pass your data on to our contractors for maintenance, utility services, security and legal compliance.

Search, Retained & Relocation Agents: Details will be registered and stored on an ongoing basis as B2B partners. Their individual client's data, when required, will be stored in accordance with our sales and letting buyer and tenant policy.

Land Registry: Whereupon we collect data from the land Registry to identify potential sellers and landlords, we will do so under our sales & valuation and policy and if instructed under our sellers and landlords policy.