

Privacy Policy

This privacy notice sets out how we will process personal data we collect about you, or which you provide to us. Please read this notice carefully to understand why data is being collected and what we do with that data.

Our website and services may contain links to independent websites which are not provided by us. Such independent sites are not under our control, and we are not responsible for and have not checked and approved their content or their privacy policies

We may change the privacy notice from time to time by amending this page

For the purpose of the data protection act 1998 and general data protection regulation eu 2016/679, the data controller is Garnham H Bewley Limited A company registered in england under company number 06972947, whose registered address is 73-75 London Road, East Grinstead, RH19 1EQ

What type of information will we collect from you?

The personal information we collect from you will typically include the following

We will collect your full name and contact details (such as phone number, email address and postal address) from you whenever you engage with us.

In addition, if we are providing a service to you, or on your behalf, where we are required to do so by law, we will collect information relating to your identity, which will be at least one form of photographic identification (such as a passport, a driving licence or an identification card) and one form of documentation with proof of your place of residence (such as a recent utility bill).

Depending on the service that we provide to you (or on your behalf) we may also collect additional personal information as detailed below;

Information on your close connections where we are required to conduct conflicts of interest under regulatory obligations

Buy, Sell

If you are selling a property through us;

We will collect a contact telephone number to get in touch with you about organising viewings and updating you on any offers received for your property.

Where you are not the legal owner of the property we will request details from you as to your ability to sell the property such as power of attorney, guardianship order or grant of probate.

If you wish to purchase a property we are listing for sale

Where you have specifically provided us with these, we will collect personal information relating to any specific access requirements you may have in relation to a property so that we can find a property that is suitable for your needs. We will also collect personal information required to source a property for you and, where required, negotiate the purchase of a property on your behalf.

On what basis can we process your information?

The legal grounds under data protection legislation for processing your personal data are as follows:

- It is necessary for the performance of a contract to which you are a party, or to take steps prior to entering into a contract with you, for us to provide you with our products and services.
- You have given us explicit consent to the processing of your personal data for one or more specific purposes, namely 1) where you have given us consent to receive electronic marketing by us and/or 2) to process your Special Category Personal Data described above. You do not need to provide us with marketing consent in order to receive our services.
- To comply with our statutory obligations, including (verifying your identity, prevention of fraud and money laundering and to assess your credit worthiness)
- It is necessary for the purposes of our legitimate interests, except where our interests are overridden by the interests, rights or freedoms of affected individuals (such as you). To determine this we shall consider a number of factors, such as what you were told at the time you provided your data, what your expectations are about the processing of the data, the nature of the data, and the impact of the processing on you. Our legitimate interests include processing necessary to improve and to promote our services and product and to better understand our customers' interests and knowledge of the property market and to administer the technical aspects of our service and products.
- Where we need to comply with a legal obligation; or in rare circumstances:
- Where we need to protect your interests (or someone else's interests); and/or
- Where it is needed in the public interest or for official purposes

What are we going to do with your information?

We will hold and use personal information about you in the following ways:

- In order to fulfil our obligations to you when providing you with our property services
- To share your information with others where necessary to fulfil our property services for you or where acting as agent for a third party on your behalf
- To comply with our statutory and regulatory obligations, including [verifying your identity, prevention of fraud and money laundering and to assess your credit worthiness]
- Communicate with you during the course of providing our services, for example with your enquiries and requests.
- Statistical purposes so we can analyse figures to help us manage our business and plan strategically for the future.
- To provide you, or to enable [third parties] to provide you, with information about goods or services we feel may interest you, where you have provided permission for us to do so or, if you are an existing customer only, where we choose to contact you by electronic means (including e-mail or SMS) with information about our own goods and services similar to those which you have already obtained from us or negotiated to obtain from us . For those marketing messages you can unsubscribe at any time
- To notify you about changes to our service;

Who will your information be shared with

We will pass your details to the following organisations (our data processors) who carry out certain activities on our behalf as part of our providing our services: Rightmove, Zoopla, Sentury Advice, Facebook, Metropix, Premier property Lawyers, Smartsearch, robinson elliott surveyors. We will also pass your details where necessary to your property solicitors and those of the other party to your transaction. We will also disclose your personal information to third parties:

- In the event that we sell or buy any business or assets, in which case we will disclose your personal data to the prospective seller or buyer of such business or assets.
- If our company or substantially all of our assets are acquired by a third party, in which case personal data held by us about our customers will be one of the transferred assets.
- If we are under a duty to disclose or share your personal data in order to comply with any legal or regulatory obligation, or to protect the rights, property, or safety of our company, our customers, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

We will not share your information with third parties for marketing purposes without first obtaining your prior consent.

What happens if you do not provide information that we request?

We need some of your personal information to perform the services you have requested from us. For example:

- where we are selling a property on your behalf we need to know your contact information so that we can update you with information on viewings, offers and the progress of the sale;
- where you have asked us to find you a property which meets certain access requirements, we may need to know some further details about your particular circumstances so that we can find you a suitable property;

We also need some information so that we can comply with our legal obligations. For example, we may need identity documents from you to meet our obligations to prevent fraud and money laundering. If you do not provide the information required for these purposes, we will not be able to perform our contract with you and may not be able to provide services to you or continue to provide certain services to you. We will explain when this is the case at the point where we collect information from you.

How we keep your information secure

The security of information is very important to us and we have measures in place which are designed to prevent unauthorised access to your personal information including but not limited to:

- Your data will be held on a secure servers within the European Economic Area (EEA) with all reasonable technological and operations put in place to safeguard it from unauthorised access.
- Hard copy documentation is stored in a secure room at all times. There are strict access requirements in place and access is restricted to those absolutely necessary. We ensure access to personal information is restricted to Garnham H Bewley Estate Agents employees and workers or other persons working within Garnham H Bewley on a need to know basis. Training is provided to any of those Garnham H Bewley employees and workers who need access to personal information.

For how long do we keep your personal information

- The period for which we will keep your personal information will depend on the type of service you have requested from us. The retention period may be longer than the period for which we are providing services to you where we have statutory or regulatory obligations to retain personal information for a longer period, or where we may need to retain the information in case of a legal claim.

Your rights in relation to your personal information

- You have a number of rights in relation to your personal information, these include the right to:
 - Be informed about how we use your personal information
 - Obtain access to your personal information that we hold
 - Request that your personal information is corrected if you believe it is incorrect, incomplete or inaccurate
 - Request that we erase your personal information in the following circumstances:
 - If Garnham H Bewley Estate Agents are continuing to process personal information beyond the period when it is necessary to do so for the purpose for which it was originally collected
 - If Garnham H Bewley Estate Agents are relying on consent as the legal basis for processing and you withdraw consent
 - If Garnham H Bewley Estate Agents is relying on legitimate interests as the legal basis for processing and you object to this processing and there is no overriding compelling ground which enables us continue with the processing
 - If the personal information has been processed unlawfully (i.e. in breach of the requirements of the data protection legislation)
 - If it is necessary to delete the personal information to comply with a legal obligation
- **Ask us to restrict our data processing activities where you consider that:**
 - personal information is inaccurate
 - our processing of your personal information is unlawful
 - where we no longer need the personal information but you require us to keep it to enable you to establish, exercise or defend a legal claim

- where you have raised an objection to our use of your personal information
- Request a copy of certain personal information that you have provided to us in a commonly used electronic format. This right relates to personal information that you have provided to us that we need in order to perform our agreement with you and personal information where we are relying on consent to process your personal information
- Object to our processing of your personal information where we are relying on legitimate interests or exercise of a public interest task to make the processing lawful. If you raise an objection we will carry out an assessment to determine whether we have an overriding legitimate ground which entitles us to continue to process your personal information; and
- Not be subject to wholly automated decisions which produce legal effects or which could have a similarly significant effect on you. If you would like to exercise any of your rights please contact: eastgrinstead@garnhamhbewley.co.uk

Complaints and Contact Details Complaints If you have any complaints about the way we use your personal information please contact the general manager at eastgrinstead@garnhamhbewley.co.uk who will try to resolve the issue. If we cannot resolve any issue, you have the right to complain to the data protection authority in your country (**the Information Commissioner in the UK**). If you need more information about how to contact your local data protection authority please let us know by contacting eastgrinstead@garnhamhbewley.co.uk

Contact details If you have any questions, comments or requests regarding any aspect of this Privacy Policy, please do not hesitate to contact us by sending an email to eastgrinstead@garnhamhbewley.co.uk or writing to: Garnham H Bewley, 73-75 London Road, East Grinstead, West Sussex, RH19 1EQ.