

Elders Estates Privacy Notice

Introduction

The Elders Estates privacy notice provides information and explains how we collect, use, secure, transfer and share personal information we hold about you, when using our services.

Who we are

Elders Estates is a family run estate agency covering Derbyshire and Nottinghamshire, with branches in Ilkeston and Ripley.

Ilkeston Branch
15a Bath Street,
Ilkeston,
Derbyshire.
DE7 8AH

Ripley Branch
31 Market Place,
Ripley,
Derbyshire
DE5 3HA

What information do we collect about you, and how will we use it?

Elders Estates collects information about you when you enquire about a property, or you are looking to use our services. Some personal data may be collected about you from completed forms, face to face discussions, phone calls or records of our correspondence. This information may come from:

- Yourself
- next of kin
- spouse / partner / family member
- employers
- business associates

- “trusted” sources including:
 - Government / Land / Police registers
 - Credit / Default Agencies
 - Financial Institutes (Banks, Building Societies, Loan Agencies, Credit Card Companies)
 - Insurance Companies
 - Other Law Firms
 - Health Providers
 - Through consent to third parties disclosing information about you to us, that they have collected.

Such information will generally be collected directly via the use of any of our standard forms, over the internet, via email, in our branches or through telephone conversations.

In addition, you may also choose to submit information directly to us via several methods, including,

- through Elders Estates website
- in response to marketing or other communications
- through social media
- by signing up for an Elders Estates service
- through participation in an offer or promotion
- in connection with an actual or potential business or employment relationship with us

You may also agree to third parties disclosing information about you to us that those third parties have collected.

“Your Rights and Choices” section of this Privacy Notice specifies your ability to opt out or limit the usage of the information collected.

Purposes of Collection

Generally, we will collect, use and hold your information for the purposes of:

- Assessing applications for and providing Elders Estates services
- Conducting business, developing relationships with Elders Estates
- Processing payments, billings and credit checks
- Protect against and prevent fraud, unauthorised transactions, money laundering, tax evasion, claims, other liabilities and manage risk exposure, integrity, compliance and security of business processes
- Provide, administer and communicate with you about Elders Estates products, services, offers, programs and promotions
- Compile business directories, including business contact information
- Operate, monitor, evaluate and improve our products and services, websites and other digital assets
- Evaluate your interest in employment and contact you regarding possible employment opportunities

Elders Estates Ltd will not share your information for marketing purposes with other companies.

Lawful basis of processing

Elders Estates processes your information under the following

- Performance of a contract: where you enter into a contract with Elders Estates and we need to process your information as part of this contract
- Legitimate interests: some information is processed by Elders Estates as part of its legitimate interests which include :Fraud, risk assessment, due diligence, network and information security, managing opting out of communications , profiling , direct marketing, monitoring, cloud storage, acquisitions, updating customer details, lettings, sales, financial services and other core products and service provided by the data controller
- Consent : where we process information under consent we will seek you clear and unambiguous consent prior to processing your data.

Information we share

We do not sell or otherwise disclose personal information we collect about you, except as described in this Privacy Notice or as indicated via the consent process at the time the data is collected. We share the information we collect with, but not limited to:

- Landlords and landlord associates and sub processors
- Vetted affiliates and partners / Financial Institutions / Insurance Companies for business facilitation to provide required services, such as mortgages, insurance cover etc.
- Formally contracted service providers to perform services on our behalf
- Councils, health and care providers
- Other Law firms
- Credit agencies, Land Registry Office, Her Majesty's Revenue and Customs (HMRC), Financial Conduct Authority (FCA) and other relevant regulatory bodies
- Additionally we may share information about you, if required legally, to prevent harm or financial / reputation loss, for investigation of suspected or actual fraudulent or illegal activities
- Perspective employers requesting references via your written consent

You can exercise your rights to contact the acquiring entity with questions concerning the protection and processing of your information.

How long do we keep your information for

We will keep information for a reasonable amount of time in order to perform the purposes listed above.

We only keep your information for as long as necessary. We generally keep personal information for 7 years after last contact with you.

International Data Transfer

Elders Estates may transfer the personal information collected about you to recipients in countries other than the country in which the information was originally collected. Those countries may not have the same data protection laws as the country in which you initially provided the information. When we transfer your information to other countries, we will protect that information as described in this Privacy Notice or as otherwise disclosed to you at the time the data is collected.

Your rights and choices, and access to your information and correction

Your rights regarding the sensitive / personal information we maintain about you enable you to exercise choices about what personal information we collect from you, how we use that information, and how we communicate with you.

You may have the right to:

- obtain confirmation that we hold personal information about you
- request access to and receive information about the personal information we maintain about you
- receive copies of the personal information we maintain about you

The right to access personal information may be limited in some circumstances by local law requirements.

If you feel that the information we hold about you is incorrect or inaccurate you can contact us outlining the information you feel is incorrect or inaccurate. If we refuse to correct your personal information, we will provide you with a written notice that sets out the reasons for our refusal.

If you would like to object to any processing of your information by Elders Estates you can contact us outlining what processing of information you would like to object to.

If you would like Elders Estates to delete, block or anonymise information we hold about you, you can contact us outlining what information you would like deleted, blocked or anonymised.

To update your preferences, ask us to remove your information from our mailing lists or submit a request to access, update, correct or delete your personal information, please contact us as specified in the “How To Contact Us” section below, we may make a small charge for this.

To access what Personal data is held, identification will be required

Elders Estates will ask for identification when information on your personal data is requested, and will accept the following forms of ID:

A copy of your driving licence, passport, birth certificate and a utility bill not older than three months. A minimum of one piece of photographic ID listed above and a supporting document is required. If we are dissatisfied with the quality, further information may be sought before personal data can be released.

Opting out / withdrawal of consent

You can at any time tell us not to send you marketing communications by

- e-mail info@eldersestates.co.uk , or
- contacting Elders Estates as indicated below.

If we obtain your information by consent you have the right to withdraw any consent you previously provided to us.

If we process your information under legitimate interest you can object at any time on legitimate grounds, to the processing of your personal information.

The right to consent removal may be limited in some circumstances by local law requirements and you will be informed appropriately.

All requests should be made to the Data Protection Officer, Mr David Elder, at the address below.

Mr David Elder – Data Protection Officer,

Elders Estates Ltd, 15a Bath Street, Ilkeston, Derbyshire. DE7 8AH

Data storage

Data is held in the United Kingdom using different (multiple) servers. Elders Estates does not store personal data outside the UK. All electronic data is password protected and backed up according to our IT policy and procedures. All physical data, is securely protected, in a locked location.

Changes to our privacy Policy

We keep our privacy policy under regular review and we will update you of any changes. This privacy policy was last updated on 11th May 2018.

How to contact us

Please contact us if you have any questions about our privacy policy or information we hold about you:

By Email: info@eldersestates.co.uk

Or write to us at: Elders Estates Ltd, 15a Bath Street, Ilkeston, Derbyshire. DE7 8AH.