

## Privacy Notice – Allan Letting and Estate Agents

**This Privacy notice will outline how we look after your personal data, and how data provided to us within our business is used and processed. Whenever we collect information from you we will ensure that this is for valid and legal reasons, and that the information is used to fulfil the terms of contract with us for buying, selling or renting**

**Directors: Mrs Christina Murray & Mr Stephen Allan - Allan Letting and Estate Agents, 28 Lonsdale Street, Carlisle, CA1 1DB.**

### **What info do we collect if you are a potential/existing customer?**

- We collect personal information from you as a customer including your name, email address, telephone number and property address when you register. These details may also be included in any online platform you use to arrange a viewing or sign up for property alerts.
- If you organise for a letting/sales valuation we will collect information about yourself and the property address in connection with the appraisal.
- The information we collect is used when you instruct us to act on your behalf to either sell, buy, let or rent.
- Our website does not contain cookies or links to any other website.

### **If you then decide to either let, buy or sell, we will require more in-depth information within the line of works we are carrying out for you:**

- Your name, postal address, telephone number, date of birth, email address, nationality, tax status and details of your requirements where you instruct us to provide estate agency/letting services for you. This can be by phone, email or in branch.
- Bank account details, tax URN where we manage financial transactions for you. This includes setting up standing orders, or taking payments for services we provide for you. We also have to pass on any landlord information to HMRC.
- Nationality and passports or driving licences to verify you for anti- money laundering checks and right to rent checks, we may also request a utility bill as proof of ownership and residency.
- Details of how you intend to purchase either by proposed mortgage arrangements or alternatively proof of funding will be required (This will also be necessary to confirm that a deposit payment can be reached). Confirmation of how long a property has been owned.
- Evidence that you have the right to rent a specific property, and have the appropriate permission from any lender in relation to this. Copies of any insurance or licensing documentation and service contracts in place where you let the property and we have been instructed to manage on your behalf.
- Martial status, employment details, NI number, bank details and credit history checks for anyone letting a property. Evidence of all owners inclusive of any executors.

- Details of the property including photos, floorplans, EPC Ratings, home reports, property details and survey results. Photographs include any check in or checkout report or subsequent inspection visits in relation to properties for let.
- Move in/out dates, meter serial number and start/end meter readings where you are either a landlord/tenant. Also details of the deposit paid and details of where the bond is held and any subsequent details in relation to next of kin, and details of release from and protection scheme. The balance of any debts owed at the end of the tenancy.
- References relating to you, or information required to prepare a reference for you where you are a tenant.
- Details of any purchaser may need to be passed over to any management company or freehold landlord in connection with any attached sale.

#### **How do Allans then use the information?**

- Helping you to buy, sell or let property, valuation or arrange to a viewing, or manage individual enquires
- To carry out credit and reference checks, in this instance your information will be passed to a credit referencing company
- To provide general updates in connection with your property requirements.
- To protect deposits, prepare contracts and process rent payments, tax or maintenance.
- To ensure utilities are in place, however we may be restricted by the privacy policy of individual companies in this respect.

#### **Data Retention**

- We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, or for legal reasons to comply with Code of Conduct.

#### **Request for Personal Data**

- You may make a request to see any data held by Allan Letting and Estate Agents about you. Please make any request directly to our directors as listed above. Changes can also be requested providing that we are satisfied with evidence of the requested change. (Evidence of this will be provided within 30 days)
- You may also request for any data we do hold to be destroyed/ withdraw your consent for us to use it, unless we are required by law to retain the information to remain compliant.
- You have a right to complain to the Information Commissioners Office if you are not happy with the way your data is being held

#### **By reading this document you confirm that you understand the following:**

- The information you provide will be used only to process an instruction
- We may check some of the information provided to check identity, credit history, and references, other estate agents and solicitors acting on your behalf, all of the following are in order to process the transaction.

**General Information - ANY CHANGES TO OUR PRIVACY POLICY WILL BE UPDATED ON OUR WEBSITE.**