

Privacy Notice

Everett Newlyn takes the protection of your privacy very seriously. We will only use your personal information to deliver the services you have requested from us, and to meet our legal responsibilities.

How do we collect information from you?

We obtain personal information about you that you provide to us through our emails, phone conversations, documents you provide to us or when you visit our office, for example when you:

- Enquire about specific properties for sale or rent
- Send us your property requirements
- Contact us via trusted sources, including Property Portals
- Through consent to third parties disclosing information about you to us
- At events, seminars and conferences

Personal information we collect from you.

Personal information is any information that relates to you and identifies you personally, either alone or in combination with other information available to us. Everett Newlyn will collect various types of personal information including (but not limited to) your name, address, telephone number, email address.

Who do we share your information with?

We may disclose your personal information to the following categories of recipients:

To any competent law enforcement body, regulatory, government agency or third party where we believe disclosure is necessary.

To an actual or potential buyer.

This sharing of information, as above, is in order to comply with various regulations, or to conduct background checks in accordance with internal requirements.

Retaining your personal information

We'll keep your personal information for two years from your last interaction with us unless a longer or shorter retention period is required by law, necessary for the course of legal proceedings or is otherwise needed for a particular purpose under applicable law. The following are examples to illustrate how Everett Newlyn keeps your personal information for as long as necessary for a particular purpose:

- We may keep your personal information collected during a purchase or letting for as long as required by tax laws:
- We may keep your personal information for a shorter period if you ask us to delete your personal information. In such cases Everett Newlyn will aim to delete your personal information with a maximum period of one month from the date of request;

How is the information used?

In general terms and depending on which services you engage us to deliver, as part of providing our agreed services we may use information to:

- Contact you by post, email or telephone to provide you with information you have requested from us, respond to enquiries or requests from you or communicate with you in relation to those enquiries or requests. Also to arrange visits to your property by our staff.
- We may use your name, email address and postal address to provide you with information regarding similar goods and services to those you have already enquired about or purchased. Our legal basis for this use is our legitimate interest, namely the ongoing marketing of our goods and services to individuals with whom we have an existing relationship in connection with our goods and services and/or who have expressed an interest in those goods and services.
- We may use your name email address and postal address to send you marketing communications, if you have chosen to receive these. These may include information about properties for rent or for sale. Our legal basis for this use is consent.
- We may use your name, postal address, passport or driving licence to verify your identity when you are selling or purchasing a property through Everett Newlyn. This is in compliance with our legal obligations.

Who has access to your information?

We will not sell or rent your information to third parties.

We will not share your information with third parties for marketing purposes.

Any staff with access to your information have a duty of confidentiality under the ethical standards this firm is required to follow.

Your rights

In this section we have summarised the rights that you have under Data Protection Law. Some of the rights are complex, applying only in certain circumstances and subject to certain exceptions. In the interests of keeping this policy concise, not all of the details have been included in our summaries. Accordingly, you should read the relevant laws and guidance from the regulatory authorities for a full explanation of these rights.

- *Access to your information:* You have the right to request a copy of personal information about you that we hold
- *Correcting your information:* We want to make sure that your personal information is accurate, complete and up to date and you may ask us to correct any personal information that you believe does not meet these standards.
- *Deletion of your information:* You have the right to ask us to delete personal information about you where you consider we no longer require the information for the purposes for which it was obtained. You have the right to ask us to delete personal information about you where you have validly objected to our use of your personal information (see Objecting to how we may use your information below). You have

the right to ask us to delete personal information about you where our use of your personal information is contrary to law or our other obligations.

- *Restricting how we may use your information:* In some cases, you may ask us to restrict how we use your personal information. This right might apply, for example, where we are checking the accuracy of information about you we hold, or assessing the validity of any objection you have made to our use of your information. The right might also apply where there is no longer a basis for using your personal information but you do not want us to delete the data. Where this right is validly exercised, we may only use the relevant personal information with your consent, for legal claims or where there are other public interest grounds to do so.
- *Objecting to how we may use your information:* Where we use your personal information to perform tasks carried out in the public interest then, if you ask us to, we will stop using that personal information unless there are overriding legitimate grounds to continue. Please contact us in any of the ways set out in “Contact Information” below if you wish to exercise any of these rights.

We will keep this privacy notice under regular review and will advise you of any updates. This privacy notice was last updated on the 2nd January 2020.

Contact Information

Please contact Paul Everett, Partner Everett Newlyn Chartered Surveyors, 17/19 Richmond Road, Chelmsford, Essex CM2 6UA (tel: 01245 465060) to advise of any update you require made to the contact data we hold for you.