

Lane & Browns ltd - Privacy Notice

Privacy Statement

Lane & Browns Limited respects your privacy and wants to be transparent about how we handle your personal data.

The registered office of Lane & Browns Limited is 71 Banks Drive, Sandy, Bedfordshire, SG19 1AE

What is personal information

Personal information broadly means information that identifies (or which could, with other information that we hold or are likely to hold, identify) a living individual.

The information we collect about you

We collect personal data about you online through our website, when you contact us by telephone, email, or via direct contact with our employees. This information will be stored on our computer systems and in our manual records.

This will typically include:

- Full name and contact details (including your contact number, postal address and email)
- Information relating to your identity where, by law, we are required to collect this to comply with the Money Laundering Regulations 2017 and the Immigration Act
- Financial information

Usually we have received this information from you. However, we may also receive information from other sources such as:

- credit reference agencies
- other family members
- use of property portal websites to contact us

We will add this to the information that we already hold about you.

Cookies and other information-gathering technologies

Our website uses cookies. Cookies are text files placed on your computer to collect standard Internet log information and visitor behaviour information.

We use analytics cookies to collect information on how visitors interact with our website and to enable us to maintain and develop it. The data gathered, which includes details of the number of visitors to the site and the pages they access, is in anonymous form. It does not identify individual users.

How we use your personal information

GDPR requires that personal data is processed lawfully, fairly, and transparently, without adversely affecting the rights of the data subject. To ensure we are compliant we will only process data where:

- The data subject has given consent to the processing of his or her personal data for one or more specific purposes;
- It is necessary for the performance of a contract to which the data subject is a party or in order to take steps at the request of the data subject prior to entering into a contract;
- It is necessary for compliance with a legal obligation to which the controller is subject;
- It is necessary to protect the vital interests of the data subject or of another natural person;
- It is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller;
- It is necessary for the purposes of the legitimate interests pursued by the controller or by a third party, except where such interests are overridden by the fundamental rights and freedoms of the data subject which require protection of personal data.

Sharing of information

We may share your personal information with third parties in the following circumstances:

- **Landlords, tenants, vendors and purchasers.** When you ask us to do so, we may share your personal information with current or prospective landlords, tenants, vendors and purchasers (and their respective advisors) in relation to any potential sale or rental. If any of these third parties is a business, then they will become a data controller of the information we provide, and their own privacy policies will apply.
- **Our suppliers and subcontractors.** We may provide your personal information to our business suppliers and subcontractors who are providing services to us, or where necessary to provide a service you have requested.

We may also share your personal information in order to obtain professional advice, or to comply with a legal obligation or a request from law enforcement or another regulatory authority.

Your Rights

The accuracy of the information that we hold about you is important to us. If any of the information that we hold is inaccurate or out of date, please let us know using the contact details set out at the end of this notice.

You have a number of rights under Data Protection Laws in relation to the way we process your personal data, namely:

- to access your data;
- to have your data rectified if it is inaccurate or incomplete;
- in certain circumstances, to have your data deleted or removed;
- in certain circumstances, to restrict the processing of your data;
- a right of portability, namely to obtain and reuse your data for your own purposes across different services;
- to object to direct marketing (although we do not carry out direct marketing);
- not to be subject to automated decision making (including profiling), where it produces a legal effect or a similarly effect on you (we do not use automated decision making); and
- to claim compensation for damages caused by a breach of Data Protection Laws.

If you wish to exercise any of these rights, please contact us using the contact details below.

We will aim to respond to any request received from you within one month from your request. Access to your data will usually be provided free of charge, although in certain circumstances we may make a small charge where entitled to do so under the Data Protection Laws.

How we protect your information

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect from you.

How long we retain your information

We will not keep personal data for any longer than is necessary, considering the purposes for which that data was originally collected and processed. When the data is no longer required appropriate steps will be taken, in a timely manner, to erase the data.

Links to other websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our website, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

Review

We keep our Privacy policy under regular review. If we change our privacy policy we will post the changes on this page and place notices on other pages of the website, so that you may be aware of the information we collect and how we use it at all times. This Privacy policy was last updated on 22nd November 2023.

Further information

If you have any queries about this privacy notice or wish to exercise any of the rights above, please contact:

Data Protection Officer
Lane & Browns Limited
11 High Street
Sandy
Beds
SG19 1AG

Phone: 01767 691122

Email: lettings@lane-browns.co.uk

Making a complaint to the Information Commissioner’s Office

If you are not satisfied with our response to any query you raise with us, or you believe we are processing your personal data in a way which is inconsistent with the law, you can complain to the Information Commissioner’s Office – helpline number: 0303 123 1113

I have read and agree to the above

Tenants Signature

Tenants Name

Date