

Harston Property Limited Privacy Policy

Our contact details:

Name: Harston Property Limited t/a Harston&Co

Address: 247 High Road, South Woodford, London, E18 2PB

Phone Number: 0203 371 0061

E-mail: info@harstonandco.co.uk

The type of personal information we collect:

We currently collect and process the following information:

- Personal contact information and requirements for property search (for example, name and contact details, areas of search, budget).
- Individual business information in line with company administrative procedures, for example account manager contact information (name, phone number, email address, contact address).
- Obtaining data and storing it for compliance purposes e.g. Anti-Money Laundering regulations (AML).

How we get the personal information and why we have it:

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- Property search criteria, company contact information for daily business-related matters to Harston&Co, anti-money laundering purposes (AML).

We also receive personal information indirectly, from the following sources in the following scenarios:

- Rightmove and Zoopla lead enquiries when the individual is directly enquiring for more information on a property.
- We use the information that you have given us in order to retain search criteria for property requirements.

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

- **Your consent; You are able to remove your consent at any time. You can do this by contacting info@harstonandco.co.uk**

- **Contract;** We have a contractual obligation. Any personal information stored is in care due to client interest. The individual has given clear consent to process their personal data for a specific purpose.

How we store your personal information

Your information is securely stored. We keep consented contact details on our mailing system mailchimp, solely processed for use of the individual in question. This information is kept on the system as long as needed and authorised by and for intended purpose, for interest of the consented individual. Any further contact details which remain unprocessed are archived. Any unused or requested disposal is deleted off the memory of the systems in place. Any AML policy procedure documentation is kept on file for five years as per AML guidelines.

Your data protection rights:

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at info@harstonandco.co.uk or Harston&Co, 247 High Road, South Woodford, E18 2PB if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at info@harstonandco.co.uk or Harston&Co, 247 High Road, South Woodford, E18 2PB.

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>