



PRIVACY POLICY

Updated: 01/05/23

Borland & Borland are committed to protecting and respecting your privacy, and complying with applicable data protection laws - this policy aims to outline our measures to protect and maintain your privacy and information rights.

If you submit personal information by ordering products/services or completing a web form registration, for example, you can be assured that we will use your personal information only to support your continuing relationship with the Borland & Borland business group.

Information we Collect

We collect client information with your knowledge and consent, or you give it to us when you enquire, register or order through us. This data & information may be through our website forms, or in correspondence with us by phone, email or otherwise, for the purpose of selling/buying and letting/renting property, or viewing property.

The type of information we may collect could include for example, client name, home address, telephone numbers and email address. We may also be required to collect photographic identification and proof of residency (which could include bank statements); bank details; credit search history; employment & income information; property keys & alarm details.

Why we Collect this

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

- your consent (you are able to remove your consent at any time, which you can do by contacting us)
- we have a contractual obligation
- we have a legal obligation
- we have a legitimate interest

We may use the client information for a number of administering, managing and delivery purposes, and for the purpose of conducting day to day estate agency and lettings agency business with the client, within the framework of any required or legal agreements and terms & conditions. This may cover complying with UK Money Laundering Regulation 2017; verifying clients' identity and undertaking Right to Rent assessments; paying clients' money in accordance with agreed contracts; qualifying potential tenants for properties.

Transfer of Data

Client data may only be shared with other departments within or related to the Borland & Borland business group and relevant solicitors, surveyors, professional photographers, mortgage brokers. Data may be shared with landlords, referencing & credit agencies, utility management companies, utility companies or the local authority.

Data may also be shared with inventory providers, tenancy deposit protection organisations or insurers, contractors, banking organisations, debt collection or enforcement agencies, insurers, the home office, HMRC.

Storing Data

Information is stored electronically on our software systems and in our secure office filing systems, locked or password protected. For all clients that have bought, sold or had a property valued by Borland & Borland Sales, data will be held securely and indefinitely in accordance with our business processes; if you object to this retention, please contact us. Prospective applicant records inactive for a period of two years will be automatically archived. For all clients that have let or rent or had a property valued by Borland & Borland Lettings, data will be held securely for up to ten years from first client engagement or seven years following the ending of a contract; if you object to this retention please contact us

Your Rights

The client has the right to access their personal data and supplementary information; if the information we hold on the client is inaccurate or incomplete, they can request we correct this. The client can request we delete or remove personal data where there is no compelling reason for us to hold it. The client has the right to ask us to restrict the processing of their information in certain circumstances, or they can object to our processing of their information in certain circumstances eg. direct marketing; scientific/historical research & statistics. Where the client has consented to us processing their data, or where the processing is necessary for us to deliver a contract, they can request a copy of that data be provided to a third party in electronic form.

Contacting Us

Borland & Borland hope that we will be able to answer any questions or concerns you may have, regarding the processing of your information/data – please contact us at the addresses in the 'Contacts' section of this website. You also have the right at any time, to raise any concerns with the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF <http://ico.org.uk>

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