

Folklands Limited Privacy Policy

Registered Office: The Long Lodge 265-269 Kingston Road, SW19 3NW.

Registered in England Company number: 10219028

As the controller of your data, Folklands Limited will comply with UK Data Protection laws and the EU General Data Protection Regulation (GDPR). This Privacy Policy details how Folklands Limited processes your personal data.

The personal data we collect about you.

Personal data collected, used, stored and transferred by us may include:

- **Identity Data** including forenames, last name, maiden name, date of birth, gender & marital status.
- **Contact Data** including home address, email address and telephone numbers.
- **Financial Data** including banks statements, account details & salary information.
- **Transaction Data** including payments made for products and services you have purchased from us.
- **Marketing and Communications Data** including your preferences in receiving marketing from us and your communication preferences.
- **Proof of Identification** collected to perform identity Checks. Your information is used to fulfil our legal obligation to follow Anti Money Laundering rules and rules checking a tenant's "right to rent" www.gov.uk/check-tenant-right-to-rent-documents and <https://www.gov.uk/government/publications/money-laundering-regulations-2007-supervision-of-estate-agency-businesses>)

How we collect your personal data.

Your personal data is collected by us using the following methods:

- **Direct interactions** with a member of staff in person, by post, phone, email or otherwise when registering your interest in our services.
- **Automated technologies or interactions** by using our web enquiry form or "third party" property portals to register your information with us.

How we use your personal data.

To contact you about properties that may suit your search criteria.

To contact you about the range of services we provide.

If purchasing or selling a property with us, we will use your contact information to communicate with you throughout the property transaction.

If renting a property with us, we will use your contact information to contact you throughout the tenancy and in conjunction with closing the tenancy.

If letting a property with us we will use your contact details throughout the period that you remain a client of ours.

As a potential client of ours we will remain in contact with you to provide you with market updates until you advise otherwise.

Change of purpose.

We will use your personal data for the purposes stated above. If we need to use your personal data for an unrelated purpose, we will notify you and explain the legal basis which allows us to do so. Please note that there may be occasions that we process your personal data without your knowledge or consent, where this is required or permitted by law.

Marketing communications.

You will have the choice to opt-in to receive other related marketing information and related products and services.

You can opt-out of receiving these types of communications at any time by contacting us or clicking on the relevant link in email communications you receive from us.

However please note that your personal information will not be passed on to any third-party organisation for marketing purposes.

Data Security.

We limit access to your personal data to Folklands Limited and Expert Agent staff. Expert Agent is the data holding company we use to store our database. They will only process your personal data on our instructions and they are subject to a duty of confidentiality.

We have put in place procedures to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach where we are legally required to do so.

Website Third-party links.

The Folklands Limited website may include links to third-party websites. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. We do not control these third-party websites and are not responsible for their privacy statements. When you leave our website, we encourage you to read the privacy notice of every website you visit.

How long we hold your information for.

We keep copies of our tenant's documents and personal information during the period they are our tenants and for seven years thereafter.

We keep copies of our landlord's / vendor's details and personal information for the duration of time they remain a client of ours and for seven years thereafter.

We keep copies of our applicant's details and personal information for the whole period of time that they remain registered to receive a property search service of ours. Applicants can opt-out manually at any stage through a link at the bottom of each email alert.

Your legal rights.

Regarding your personal data after these retention periods if there is no other on-going client relationship, your personal data will be securely deleted.

You have the right to:

- **Request access** to your personal data. This enables you to receive a copy of the personal data we hold about you and to check that we are lawfully processing it.
- **Request correction** of the personal data. This enables you to have any incomplete or inaccurate data corrected, though we may need to verify the accuracy of the new data you provide to us.
- **Request deletion** of your personal data. This enables you to ask us to delete personal data where there is no good reason for us continuing to process it. You can also ask us to delete your personal data where you have successfully objected to the processing, where we may have processed your information unlawfully or where we are required to erase your personal data to comply with local law. Note, however, that we may not always be able to delete the data for specific legal reasons which will be notified to you, if applicable, at the time of your request.
- **Request restriction of processing** of your personal data. This enables you to ask us to suspend the processing of your personal data in the following scenarios: (a) if you want us to establish the data's accuracy; (b) where our use of the data is unlawful but you do not want us to delete it; (c) where you need us to hold the data even if we no longer require it as you need it to establish, exercise or defend legal claims; or (d) you have objected to our use of your data but we need to verify whether we have overriding legitimate grounds to use it.
- **Withdraw consent at any time** where we are relying on consent to process your personal data. However, this will not affect the lawfulness of any processing carried out before you withdraw your consent. If you withdraw your consent, we may not be able to provide certain products or services to you. We will advise you if this is the case at the time you withdraw your consent.

Questions.

If you have any questions or complaints relating to how we use your personal data, or if you wish to exercise any of your rights regarding your personal data, please contact us. We will endeavor to respond to you as soon as possible. The length of time will depend on the type and complexity of the request, but you will receive a response no later than one month from the initial request.

What if I am still not satisfied?

If you are not satisfied with how Folklands Limited has responded to your enquiry, you have the right to complain to the [Information Commissioner's Office \(ICO\)](#), who is the regulator for data protection in the United Kingdom.

Please call us on **0208 686 0002** if you have any queries.

Changes to our Privacy Notice.

We keep our Privacy Notice under regular review and we will place any updates on this web page. This Privacy Notice was last updated on 24th May 2018.