

Privacy Notice
How we protect your personal information
PLEASE READ THIS CAREFULLY

This privacy notice explains what information we collect, when we collect it and how we use this. During the course of our activities, we will process personal data (which may be held on paper, electronically, or otherwise) about you and we recognise the need to treat it in an appropriate and lawful manner. The purpose of this notice is to make you aware of how we will handle your information. If we ask you to provide information from which you can be identified, including as a result of using our website, www.fletcherpoole.com, or www.rightmove.com, it will be used in accordance with this privacy notice, as it is varied from time to time.

“We” means Fletcher & Poole Ltd as trading name of Fletcher & Poole Ltd.

We are required to process your personal data in accordance with the law which includes The Data Protection Act 2018 (DPA) and the General Data Protection Regulation 2016 (the “GDPR”).

Our Data Protection Officer is **Paula Jones, Fletcher & Poole, 1a Penrhyn Avenue, Rhos on Sea, Conwy LL28 4PS.**

Any questions, requests or complaints, relating to this notice and our privacy practices for our **Lettings Department** should be sent to lettings@fletcherpoole.com or to **Fletcher & Poole Ltd, 3 Lancaster Square, Conwy LL32 8HT.**

Any questions, requests or complaints, relating to this notice and our privacy practices for our **Sales Department** should be sent to paula.jones@fletcherpoole.com or to **Fletcher & Poole Ltd, 1a Penrhyn Avenue, Rhos on Sea LL28 4PS** .

If you are unhappy about how we have investigated your complaint you can refer your concerns to the Information Commissioner’s Office (or ICO), the body that regulates the handling of personal data in the UK. You can contact them by writing to them at Information Commissioner’s Office, Wycliffe House, Water Lane, Wilmslow, SK9 5AF or going to their website at www.ico.org.uk.

Fletcher & Poole Ltd are registered with Information Commissioner’s Office: **Z2800755**

What information do we collect about you?

The personal information detailed below relating to you or anyone else to be covered by an insurance policy or in connection with our tenant referencing, right to rent checking and utility management services will be collected and processed by us and/or on our behalf by our third-party service providers.

We may collect and process the following personal data. This is information we may gather from you that will directly or indirectly identify you as an individual. This type of data will be

processed strictly in accordance with our Basis at Law stated in the table below. This data will include but may not be limited to:

- Information you give us. You may give us personal data by filling in paper or online forms or by corresponding with us by phone, e-mail or otherwise. The information you give us may include your name, title, marital status and gender, current and previous postal and risk addresses, e-mail address, phone number, details of earnings, current and or previous occupation, National Insurance number, passport number, driving licence number, personal description and photograph, bank details, credit / debit card details, Next of Kin information, children's names (optional) and their ages.
- Information we collect about you. For each of your visits to our website we may automatically collect the technical information, including the Internet protocol (IP) address used to connect your device to the Internet, and your login information.
- Information we receive from other sources. To help us fulfil our contractual obligations and to verify the information you have given us we may receive personal data from third parties who we work with including insurers, landlords, employers, letting and managing agents, utility brokers and companies. We may also obtain information that is readily available in the public domain through Internet Search engines, social media, Press etc.

Credit Reference Agencies. Through these agencies we obtain your credit report. These agencies keep your information and only disclose it to us as permitted by law. By submitting an application, you authorise us to request your credit report. This will not affect your credit rating. The Credit Referencing Agency will use and share personal data (also called 'bureau data') in accordance with Credit Reference Agency Information Notice (CRAIN). More information can be found at <https://www.equifax.co.uk/crain.html>

We do not process special categories of personal data, for example: race, ethnic origin, politics, health. Data for criminal convictions and offences will only be collected as permitted by UK Law.

How will we use the information about you and for what purposes?

We collect a variety of information to enable us to provide our services and insurance. We collect this through your application form, your communications with us, your transactions, your credit report and use of our service.

We may disclose your information to other third parties who act for us for the purposes set out in this notice or for purposes approved by you, including the following:

- If we enter into a joint venture with or merge with a business entity, your information may be disclosed to our new business partners or owners;
- To carry out due diligence on you as a prospective tenant/ guarantor, including but not limited to the carrying out of affordability checks, due diligence checks and the obtaining of references from relevant parties, whose data you have provided;

- If you request so, your information shall be disclosed in order to determine if there are any money judgements against you, as the prospective tenant/guarantor, or to determine if they have a history of bankruptcy or insolvency;
- If you are unable to make payments under your tenancy, your information may be disclosed to any relevant party assisting in the recovery of this debt or the tracing of you as a tenant; and
- In the creation, renewal or termination of the tenancy, your information will be disclosed to the relevant local authority, tenancy deposit scheme administrator, service/utility provider, freeholder, factor, facilities manager or any other relevant person or organisation in connection with this.

Unless required to do so by law, we will not otherwise share, sell or distribute any of the information you provide to us without your consent.

Transfers outside the UK and Europe

Your information will only be stored within the UK and EEA we may transfer your information outside the UK or EEA, should the landlord live outside the UK.

Where information is transferred outside the UK or EEA, we ensure that there are adequate safeguards in place to protect your information in accordance with this notice, including the following:

- Secure data storage: when data is transferred outside of the UK, it would be stored securely to ensure its protection. This can include storing data in a secure cloud environment, or on secure servers that are only accessible to authorised personnel.
- We transfer your data that is necessary for the purposes of the transfer.

Cookies

Cookies are small text files which are downloaded, with your permission, to the hard drive of your computer or mobile device. This happens when you first visit our website. The cookie helps analyse web traffic and recognise you when you return to our site.

We use them for administration and statistical data purposes, e.g. gathering information about browsing behaviour to measure and improve our website's performance.

They do not save details such as your name, address or payment details.

Most web browsers automatically accept cookies, but you can modify your browser settings to decline cookies if you prefer. However, this may prevent you from accessing many of the online services we provide. Unless you adjust your browser to refuse cookies – our system will automatically issue cookies when you log on to our site.

You can disable the cookies using your browser's options, although if you do this you may not be able to use some of the services on our website.

Changes to this privacy notice

We keep our privacy notice under regular review to keep pace with new developments and stay in line with applicable law. This privacy notice was last updated on **13th September 2024**.