

Privacy Policy

Document Ref : GDPR Privacy Policy

Reviewed March 2021

Introduction

Craven Holmes Estate Agents Ltd (Craven Holmes) Privacy Policy and Data protections Policy strives to meet GDPR Guidelines and briefly cover the following points;

What data we have and why we have it.

How we manage our data.

Who is responsible for our data.

How we train our team.

What we will do if the worst happens

What Data do we have and why do we have it?

In order to carry out our services, we need to acquire and store data or information about our stakeholders (Customer, Subcontractors, Suppliers, and Employees). Without this information, we would not be able to create a working relationship with our stakeholders or provide a service to the best of our ability. This personal/sensitive information is collected and dealt with as set out in the GDPR.

Disclosure

Craven Holmes does not share data with other agencies apart from those outlined in the document notes and ensure that personal information is treated lawfully and correctly We will adhere to the Principles of Data Protection, as detailed in the Data Protection Act 1998.

Specifically, the Principles require that personal information:

Shall be processed fairly and lawfully and, in particular, shall not be processed unless specific conditions are met,

Shall be obtained only for one or more of the purposes specified in the Act, and shall not be processed in any manner incompatible with that purpose or those purposes,

Shall be adequate, relevant, and not excessive in relation to those purpose(s)

Shall be accurate and kept up to date,

Shall not be kept for longer than is necessary,

Shall be processed in accordance with the rights of data subjects under the Act,

Shall be kept secure by the Data Controller who takes appropriate technical and other measures to prevent unauthorised or unlawful processing or accidental loss or destruction of, or damage to, personal information,

Shall not be transferred to a country or territory outside the UK.

Through appropriate management and strict application of criteria and control Craven Holmes.

Ensure the correct condition are in place to only collect and use any Data in a fair and professional manner.

To meet our legal obligation and clearly specify which information is required and how it is used. Only extending the information collected and stored if it is needed to fulfil its operational needs or to comply with any legal requirements

Ensure that the correct technical and organisational security measures are in place to protect personal information.

Ensure that the rights of people about whom information is held can be fully exercised under the Act. These include:

The right to be informed that processing is being undertaken,

The right of access to one's personal information

The right to prevent processing in certain circumstances and

The right to correct, rectify, block or erase information that is regarded as wrong information

Data collection

Informed consent is achieved with a good working relationship without stakeholder

Ensuring they are aware of what information we hold/ collect, and the uses of this information are clear.

Restricting the use of information that they may not wish for us to hold or share and explaining the possible consequences of refusing the proposed use of information.

Lastly and simply them giving their consent.

Data Storage

Information, data, and records relating to our stakeholders will be stored securely and will only be accessible to authorised staff or accredited subcontractors. Any information that is stored will only be kept for as long as required and destroyed appropriately and in line with the rules/ regulations and guidelines of GDPR and the Data Protection act 1998.

Data access and accuracy

All Craven Holmes Estate Agents Ltd stakeholders have the right to access and review the information/ Data that we hold on them. Craven Holmes will also strive to keep our information

up to date by making reasonable contact with our stakeholders and asking them if anything has changed.

In addition will ensure that:

We deal efficiently and effectively with any inquiries about handling personal information

We clearly define and explain how we handle Personal Information.

Every staff member of staff that has access to and handles information surround our stakeholder's will;

Be aware that they are contractually responsible for following good data protection practice

Be trained to do so

be appropriately motored and supervised.

aware that a breach of the rules and procedures identified in this policy may lead to disciplinary action being taken against them

Will carry out regular reviews and audits of the information stored, how it is managed and how it is stored.

This policy will be updated as necessary to reflect best practices in data management, security, and control and to ensure compliance with any changes or amendments made to the Data Protection Act 1998.

In case of any queries or questions in relation to this policy please contact Craven Holmes Estate Agents Ltd Director Tracey Wrigglesworth