

Spencer. The Estate Agent. Privacy Policy

Our contact details

Name: Spencer. The Estate Agent

Address: 469 Ecclesall Road, Sheffield, S11 8PP

Phone Number: 0114 2683682

E-mail: info@spencersestateagents.co.uk

The type of personal information we collect

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name and contact details)
 - ID, contact data, correspondence data, image data, financial data, transaction data, credit history data, technical data, profile data, usage data and marketing and communications preferences data.
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• 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:

- Register you as a customer, to provide you with requested services such as buying, selling and renting a property, to evidence our compliance with legal requirements, use of CCTV to keep our staff & premises secure.

We use the information that you have given us in order to provide you with requested services such as buying, selling and renting a property

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

(a) Your consent. You are able to remove your consent at any time. You can do this by contacting info@spencersestateagents.co.uk

(b) We have a contractual obligation.

(c) We have a legal obligation.

(d) We have a vital interest.

(e) We have a legitimate interest.

How we store your personal information

Your information is securely stored.

We keep ID, contact data, correspondence data, image data, financial data, transaction data, credit history data, technical data, profile data, usage data and marketing and communications preferences data for seven years. We will then dispose your information by shredding securely and deleted from our server.

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@spencersestateagents.co.uk 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@spencersestateagents.co.uk

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>
