



BRIDGE HOUSE

of Twyford

PRIVACY NOTICE

This notice will inform you of how we, Hurstlane Limited, will collect, use, store and share personal information about you.

As a “data subject” under the General Data Protection Regulation (GDPR), you are responsible for making sure that all information that you give us is accurate at the time of data collection. In addition to this, you are responsible for informing us of any changes to your personal data (for example, a change of name or address) so that we can maintain accurate records. You can do this by contacting our administration team on 01189 340777 or emailing enquiries@bridgehouseoftwyford.co.uk

INFORMATION WE WILL COLLECT FROM YOU

When you sell your privately ownership property

When you instruct us to sell your property, we will collect your name, address, day and evening telephone numbers and email address. If you don't provide us with this information, we may not be able to facilitate the sale of your property.

WHEN YOU PRIVATELY BUY A PROPERTY

When you privately buy a property from Hurstlane Limited your personal information is collected by in house sales staff who manage the purchasing process for you.

The sales team will collect:

- Your name
- Your address
- Your telephone number
- Your home address
- Your financial position
- Your household composition
- Your solicitor's details



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WHO WE SHARE YOUR INFORMATION WITH

When you sell your privately ownership property

We will share your name, address and contact details with your choice of solicitor, property surveyor to aid the sale of the property. This information will also be shared with the purchaser's solicitor.

WHEN YOU PRIVATELY BUY A PROPERTY

From time to time we may need to provide third parties with information about you. These third parties include:

- Police
- Local council offices
- Utilities such as gas supplier, water supplier
- Mortgage providers if applicable

HOW LONG WE WILL HOLD YOUR INFORMATION FOR

We will keep your information for as long as you own the property, and for an additional seven years after that (this is our legal obligation). If you apply to purchase a home but do not proceed with the sale we will destroy all of your personal information that we hold within 24 hours of making the decision.

KNOW YOUR RIGHTS

1. At any time after we have collected information about you, you have the following rights:
2. You have the right to ask for a copy of the information that we hold about you. If, for any reason, Hurstlane Limited refuses this request, we will provide you a reason why.
3. You have the right to correct information that we hold about that is inaccurate or incomplete.
4. You have the right, in certain circumstances, to ask us to delete the information we hold about you from our records.
5. You have the right, in certain circumstances, to restrict our use of the information that we hold about you.
6. You have the right, in certain circumstances, to ask us to transfer the information we hold about you to another organisation.



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7. You have the right to ask us not to use your information for certain purposes for example direct marketing.
8. You have the right to ask us not to use automated decision making on your information.

COMPLAINTS

If you would like to make a complaint about how your information is being used by Hurstlane Ltd, or how your complaint has been handled, you have the right to lodge a complaint directly with the Information Commissioner's Office or Hurstlane Limited's Data Protection Officer.

The details for these contacts are:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

casework@ico.org.uk
0303 1231113

Data Protection Officer
Hurstlane Limited,
Bridge House of Twyford
64 High Street,
Twyford,
Berkshire
RG10 9AQ

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