

Fair Processing Notice

This 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.

Who am I?

City Heritage Ltd, 211 Munster Road, London, SW6 6BX take the issue of security and data protection very seriously and strictly adhere to guidelines published in the General Data Protection Regulation (EU) 2016/679 which is applicable from the 25th May 2018, together with any domestic laws subsequently enacted.

we are notified as a Data Controller with the Office of the Information Commissioner under registration number A8293597 and we are the data controller of any personal data that you provide to us.

Our Data Protection Officer is Joel Dugdale, 07728 819 895

Any questions relating to this notice and our privacy practices should be sent to decentroom@gmail.com.

How we collect information from you and what information I collect

we collect information about you:

- Through third party databases, i.e. Costar

We collect the following information about you:

- Agent name, e-mail address, telephone number, employer, and any other information offered from third party databases

Why we need this information about you and how it will be used

We need your information and will use your information:

- to enable us to supply you with the services and information which you have requested; and
- to contact you in order to send you details of any changes to our requirements which may affect you;

Sharing of Your Information

The information you provide to us will be treated by me as confidential and will be processed only by any third party, acting on my behalf. We may disclose your information to other third parties, and/or banker who work with 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 merged with a business entity, your information may be disclosed to our new business partners or owners;

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.

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: decision by the Commission that the third country has adequate safeguards.

Security

When you give us information we take steps to make sure that your personal information is kept secure and safe.

For more information on this please see our privacy policy at www.cityheritage.net

How long we will keep your information

We review our data retention periods regularly and will only hold your personal data for as long as is necessary for the relevant activity, or as required by law (We may be legally required to hold some types of information), or as set out in any relevant contract I have with you.

Your Rights

You have the right at any time to:

- ask for a copy of the information about you held by us in my records;
- require us to correct any inaccuracies in your information;
- make a request to us to delete what personal data of yours we hold; and
- object to receiving any marketing communications from us.

If you would like to exercise any of your rights above, please contact us at decentroom@gmail.com

Should you wish to complain about the use of your information, we would ask that you contact us to resolve this matter in the first instance. You also have the right to complain to the Information Commissioner's Office in relation to our use of your information. The Information Commissioner's contact details are noted below:

England:

Information Commissioner's Office
Wycliffe House, Water Lane
Wilmslow, Cheshire, SK9 5AF
Telephone: 0303 123 1113
Email: casework@ico.org.uk

Wales:

Information Commissioner's Office
2nd floor, Churchill House
Churchill way, Cardiff, CF10 2HH
Telephone: 029 2067 8400
Email: wales@ico.org.uk

Scotland:

The Information Commissioner's Office
– Scotland
45 Melville Street, Edinburgh, EH3 7HL
Telephone: 0131 244 9001
Email: Scotland@ico.org.uk

Northern Ireland:

Information Commissioner's Office
3rd Floor, 14 Cromac Place
Belfast, BT7 2JB
Telephone: 028 9027 8757
Email: ni@ico.org.uk

The accuracy of your information is important to me - please help us keep our records updated by informing us of any changes to your email address and other contact details.