



PRIVACY POLICY

This statement sets out our current policies with regard to personal information. You agree to visit this page regularly and your continued use of the site will mean acceptance of the changes.

Public Site

When using the public part of the site you are not required to provide us with any personal information and we do not monitor or collect any personal data from you on your use of the public part of the site. The site does not collect any information about you except that required for system administration of the website.

We will only use your contact information to send you details on properties and will not pass or sell your details to any other agency.

Your information is kept on a secure cloud based server.

Third Parties

Arran Estate Agents does use third parties at present to research on its behalf the use and activities on its website. No personal information about you will ever be shared.

External Links

The Site may contain links to other websites which are hosted by and maintained by third parties. We have no control over the content or security of any such site. You link to such websites at your own risk and we make no representations regarding the content of any such website. We cannot be liable for any loss or damage which may arise from the use of such third party websites.

Queries

If you have any difficulties in accessing the our website, please email us at sales@arranestateagents.co.uk or telephone our office on 01770 302310.

Who we are:

Our business is registered as Arran Estate Agents Limited (2006).

You may contact us on the details below for data protection matters relating to our business:

Arran Estate Agents, Invercloy House, Brodick, Isle of Arran, KA27 8AJ Telephone: 01770 302310

Email: elaine@arranestateagents.co.uk Website: www.arranestateagents.co.uk

What type of information we have:

We will almost always have your Name, Address or Previous Addresses, Email Address and Telephone Number(s) if you have had any interaction with our business for the purpose of obtaining estate agency services which include but are not limited to buying, selling and viewing properties. In most circumstance you will have supplied your personal data to us. We also collect further information during a transaction should you engage in a business relationship with us which can include but is not limited to financial information – this type of information will always be provided by you to us or by a third party you have authorised to do so. Under the

General Data Protection Regulation (GDPR), the lawful bases we rely on for processing your personal data are:

- Your consent which you are able to remove at any time. You can do this by contacting us on the details above.
- We have a contractual obligation.
- We have a legal obligation.
- We have a vital interest.
- We have a legitimate interest.

We collect your personal data by various methods including direct contact: You will give us your personal data when you fill in any of our online forms or by contacting us by email, phone, post or through direct contact by any means of communication with any of our agents. The methods may include but are not limited to:

- The making of enquiries by any means about any of our services;
- Asking us to keep you informed about current and future properties and services; and
- Interacting with us on social media.

Third parties or information available publicly: We may receive your personal data from a variety of third parties and public sources including but not limited to:

- Rightmove Plc
- Zoopla Property Group Plc
- Registers of Scotland
- The Electoral Register
- Facebook/LinkedIn/Google

Why we collect and hold your personal data:

General Use: Our business management software which holds and process your personal data is provided by Alto Software. They may have to have access your personal data as a consequence of their access to our product accounts when access is necessary for maintenance, upgrading and troubleshooting purposes. Our relationship with these providers does not allow for them to make use of your personal data. We use the Microsoft 365 for all business email communications and will also store your personal data using their storage facilities for the purposes of processing your data when required. They process data in the European Economic Area and are contracted with us to protect your data and privacy in accordance with the relevant regulations. Where you have given consent for us to contact you for marketing purposes, we will only do so to in accordance with the consent you have given. An example of this includes where you have opted to be kept up to date with new properties added to the market. Our website is provided and maintained by Stratiis Limited who will not make use of any of your personal data that they store or have access to. We will pass your personal data to legal advisors and debt collectors to protect both our and our client's legitimate interests where appropriate. Specific Uses – Sellers, Purchasers and Viewers If you engage in a business relationship with us, that relationship being the buying or selling of a property and additional data may be requested for the purpose of complying with our legal obligations under the appropriate Money Laundering Regulations – currently the Money Laundering, Terrorist Financing and Transfer of Funds (Information on the Payer) Regulations 2017 We are also obliged under the said regulations to pass your personal data to Government Agencies where we have a reasonable suspicion of money laundering activity. Where instructed, we will place

property details on the various platforms including our website social media platforms and the chosen marketing platforms usually comprised of Rightmove, Zoopla and OnTheMarket. If we arrange your Home Report, we will pass your details to the chosen provider. All our providers are subject to the same regulations as us and will process and protect your data accordingly. Similarly if you wish us to pass your personal data to third parties such as firms of Solicitors and Financial Advisers and Mortgage Brokers we will only do so to the extent that you have consented. Personal data retention: In any circumstance we will retain your personal data for no longer than is necessary. Where we advertise a property for sale and that property receives enquiries, is viewed, is sold or removed from the market we will retain all personal data relating to the property for a period of six years from the end of the Sole Selling Agreement we have with the seller. The personal data retained will include and is not limited to the personal data relating to the seller as well as the personal data of all prospective buyers. We retain this data for a period of six years to comply with the Property Ombudsman Code of Practise for Residential Estate Agents in Scotland as well as to protect both our and our client's legitimate interests where appropriate. Specific Uses – Property Appraisals and Valuations Only We will pass your personal data to third parties such as firms of Solicitors and Financial Advisers and Mortgage Brokers we will only do so to the extent that you have consented Again personal data retention in this instance is for no longer than is necessary. Where we appraise or value your property only but you do not list your property for sale with us we will retain all personal data relating to the property for a period of six years from the date of the appraisal or valuation. We retain this data for a period of six years to comply with the Property Ombudsman Code of Practise for Residential Estate Agents in Scotland as well as to protect both our and our client's legitimate interests where appropriate. Specific Use – Property Enquiries Only We will pass your personal data to third parties such as firms of Solicitors and Financial Advisers and Mortgage Brokers we will only do so to the extent that you have consented Personal data retention in this instance is again held for no longer than is necessary. Typically we will retain your details for a period of 12 months from the date the enquiry was received for internal information and management purposes. 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 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 information in certain circumstances.
- Your right to object to processing – You have the right to object to the processing of your personal data in certain circumstances.
- Your right to data portability – You have the right to ask that we transfer the 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. If you feel aggrieved or are unhappy with the way or manner in which we have and process your personal data you can complain to the Data Protection Officer designated at the beginning of the Privacy Notice. You also have the right to complain to the Information Commissioner. The ICO's address: Information Commissioner's Office Wycliffe House Water Lane Wilmslow Cheshire SK9 5AF Helpline number: 0303 123 1113 You can find further information on your rights at www.ico.org.uk.

