

PRIVACY STATEMENT and COMPLAINTS Procedure

GENERAL INFORMATION

We hold personal data on our staff as they are employed in the business. Files are only available to authorised members of staff

Miles and Son also have a valid lawful basis in order to process data associated with selling and letting, which is to support giving the best advice and practice for the selling and letting of property.

This applies whether Miles and Son collect the personal data directly from the individual or collect their data from another source.

All data is held only for the purpose that it was intended.

Miles and Son makes every effort for the data to be accurate and, where necessary, kept up to date; every reasonable step is taken to ensure that personal data that is accurate, having regard to the purposes for which they are processed, are erased or rectified without delay

Miles and Son data is kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the personal data are processed; personal data may be stored for longer periods insofar as the personal data will be processed solely for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes subject to implementation of the appropriate technical and organisational measures required by the GDPR in order to safeguard the rights and freedoms of individuals; and is processed in a manner that ensures appropriate security of the personal data, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organisational measures.”

Miles and Son have a valid lawful basis in order to process personal data, which is the provision of data which is necessary to support giving the best advice and practice for the selling and letting of property.

We have reviewed the purposes of our processing activities, and selected the most appropriate lawful basis (or bases) for each activity.

We have checked that the processing is necessary for the relevant purpose, and are satisfied that there is no other reasonable way to achieve that purpose.

We have documented our decision on which lawful basis applies to help us demonstrate compliance

We have included information about both the purposes of the processing and the lawful basis for the processing in our privacy notice.

Where we process special category data, we have also identified a condition for processing special category data, and have documented this.

Where we process criminal offence data, we have also identified a condition for processing this data, and have documented this.

What we provide and general information.

The name of the business is Miles and Son Ltd. Our contact number is 01929 423333.

The first point of contact will be Richard Lock, Managing Director.

Our Data Protection Officer is Jonathan Dorey

Miles and Son also have a valid lawful basis in order to process data associated with selling and letting, which is to support giving the best advice and practice for the selling and letting of property.

We hold data from between 7 and 15 years as required by law.

You have the right to withdraw consent to use your personal information and this will then be deleted from our system.

When we provide it

Usually this is one of the following

We provide individuals with privacy information at the time we collect their personal data from them, or it is available in the office or website.

If we obtain personal data from a source other than the individual it relates to, we provide them with privacy information:

within a reasonable period of obtaining the personal data and no later than one month;

if we plan to communicate with the individual, at the latest, when the first communication takes place; or

if we plan to disclose the data to someone else, at the latest, when the data is disclosed.

We try to provide the information that is concise, transparent, intelligible, easily accessible; and uses clear and plain language.

Changes to the information

We regularly review and, where necessary, update our privacy information

If we plan to use personal data for a new purpose, we update our privacy information and communicate the changes to individuals before starting any new processing

Best practice – drafting the information

We have carried out an audit to find out what personal data we hold and what we do with it.

We try to put ourselves in the position of the people we're collecting information about.

Retention period

Miles and Son do not retain your personal data for longer than necessary, unless we have a statutory obligation to retain your personal data for a longer period. Our basic principle is that we retain your personal data only for as long as that is necessary in order to deliver our services to you. We will subsequently remove your personal data in so far as possible. If, for instance, you have provided your e-mail address so that we can keep you informed of our services, we will retain your data for that purpose. We will also retain your personal data as long as your account and/or profile is active. If you no longer want us to use your information to provide you services, you may close your account and/or profile.

Complaints procedure You have the right to lodge a complaint to a supervisory authority. The Property Ombudsman <https://www.tpos.co.uk/>