

KEMP & CO PROPERT LTD PRIVACY POLICY

At Kemp & Co we aim to deal with the data that we hold fairly and lawfully. This information is to provide you with facts about the data held by us, how it is used, and what you can do if you want it deleted.

Personal data on our systems

If you are in our system as a contact, the entry will normally have been created from information provided by you, for example when emailing us enquiring about a specific service or property, or calling the office to register your details for our services or to be kept informed of the properties we are selling or renting.

From May 25th 2018, anyone contacting the office via email, telephone or by visiting the premises will be asked for their expressed consent to be added to our contact list.

If you are a vendor, a landlord or a tenant we will hold the essential information regarding your transaction for the necessary length of time we need to do so during the ordinary course of business for legitimate business purposes.

We do not buy contacts lists and we never sell any of the information we hold about people to third parties.

Data is held for the following purposes:

- To allow us to identify our customers and hold records of past customers for both sales and lettings.
- To provide information to customers about the services or property they have purchased/let/rented through us.

To be able to carry out our ordinary business which is necessary for our legitimate business purposes.

As Letting Agents we may share details about the performance of obligations under your tenancy agreement: Landlords and Tenants; past, present and future known addresses of third parties, with each other, with credit and reference providers for the referencing purposes and rental decisions; with utility and water companies, local authority, council tax and housing benefit departments, mortgage lenders, to establish Right to Rent and to help prevent dishonesty, for administration and accounting purposes, or for occasional debt chasing and fraud prevention.

As Estate Agents we may share details of your house sale or purchase with solicitors, mortgage advisors, surveyors and other industry related professionals in order to progress a house sale, as well as to perform our duties in accordance with the prevention of fraudulent activities such as Money Laundering.

Under the Data Protection Act 1998 you are entitled to see a copy of personal information held about you and to have it amended if it is shown to be incorrect.

- To provide certain free advice services to people who have signed up to receive them.
- To allow us to send information about our services, new services, training events, and special offers to existing customers and people who have asked to receive them.

Information is mostly contained within our software, Jupix. This is operated with cloud storage and we employ a specific IT company to protect our information within that. All laptops and PCs are password protected and all software access is further password protected. There are also physical files that are held in a back office, where the general public have no access within lockable cabinets.

Who receives personal data held by Kemp & Co

If you are a landlord, tenant, vendor or purchaser information is passed on with your consent for legitimate business purposes. For instance: sharing your details with solicitors in order to put a sale in hand, with the referencing company in order to progress a tenancy or to utility companies if we are dealing with meter readings at the start or end of the tenancy, or on completion of a sale.

Unsubscribing and coming off our database

If at any point you want to stop receiving information from us, you need only notify us either by email to enquiries@kempandcoproperty.com, or calling us on 01305 251800 or visiting our offices at 8 Dinham Walk, Poundbury, Dorchester, Dorset, DT1 3WU and we will remove you from our contact list.

If you want us to actually delete your details from our system, we will in most cases do this to the best of our ability, but note that if you are a vendor, purchaser, landlord or tenant we will need to retain your details for legal reasons for a minimum of 7 years from the date of purchase or from the end of your tenancy. For example, in case we receive an enquiry from HMRC.

Visitors to our websites

When someone visits one of our websites (the main site is www.kempandcoproperty.com) we do not normally make any attempt to find out the identities of those visiting our websites. However, our software allows us to identify customers who are logged into one of our services at beeyourownagent.co.uk and you can register your full details, which we receive via email to enquiries@kempandcoproperty.com

Social Media

We use various social media organisations such as Facebook, Twitter and LinkedIn in compliance with the relevant organisations own terms and conditions.

We also use third party providers Hootsuite and Tweetsmap to manage some of our social media interaction.

Further information

This privacy notice was drafted with clarity in mind. It does not provide exhaustive details of all aspects of our collection and use of personal information. However, we are happy to provide any additional information or explanation where needed.

Data Protection Officer

If you have any questions about how we deal with data in our systems please contact Maria Kemp on 01305 251800 or maria@kempandcoproperty.com if you consider that we have not dealt with your data correctly. Please note that you have the right to complain to the Information Commissioners Office at www.ico.org.