

Privacy Policy

Please read this privacy policy carefully as it contains important information on who we are and how and why we collect, store, use and share your personal information. It also explains your rights in relation to your personal information and how to contact us or supervisory authorities in the event you have a complaint.

We collect, use and are responsible for certain personal information about you. When we do so we are subject to the **General Data Protection Regulation (GDPR)**, which applies across the European Union (including in the United Kingdom) and we are responsible as ‘controller’ of that personal information for the purposes of those laws.

How we obtain your data:

In principle we gain data directly from you either in person, over the phone or electronically directly from you, or via 3rd party websites or sources which we subscribe to which are in relationship to our industry.

Kenwood Estates do not buy or sell personal data.

Where and what data we collect:

Dependent upon how and what services you engage with us upon, we will collect (usually voluntarily by you, unless under legal requirement) any one or all of the following forms of information which will or may have your personal details on:

Name

Telephone numbers

Addresses

Email addresses

Fax numbers

Your preferences on property requirements

Information on your financial status

Information on your personal status

Information on your personal circumstances

Copies of documents with your name & address such as passport, utility bill, bank statements etc.

Photo ID

Information on immigration checks

Rights to live and work in the UK

Driving licence

Insurance documentation

Leases and tenancy agreements

Survey reports

Legal documents

Your bank details

We usually obtain this information directly from you. We also collect data from our website when you submit a property or general enquiry. We also obtain your data from various property website portals such as Zoopla and On The Market. In addition we may obtain information on you from third parties whom instruct us to act on their behalf, such as but not limited to: corporate property companies, repossession companies, The Crown, Government departments, probate services, solicitors, accountants, the courts, landlord and tenant clients.

How we use it:

Kenwood Estates only use your personal details in relation to our own company practice in relationship with the services you have engaged with us.

For example: the personal details we hold on your property preferences are used to help identify suitable properties to buy or lease, and are generally used within the parameters of the information you have provided to us.

In addition, with your authority, it is shared with our associated professional firms in related business transactions, for example, with your authority, passing you details to our panelled conveyancing firms, IFA's, builders etc.

Your personal information may be shared for professional reasons, such as referencing checks, legal reasons during the conveyancing and tenancy process. In these instances it will only be done so (unless under instructions from the courts, or her majesty's constabulary) with your authority.

How we store it:

In the majority of instances, your personal details are held on our secure servers (which are regularly backed up). There are instances when this is not possible due to operational requirements of us being able to conduct our business operation and to complete the services we are engaged in with you. In those instances, your personal data is transported as safely as possible.

Kenwood Estates will store the data we hold during the time you are engaged with our services. Thereafter we will retain your data for legal reasons, and or for legitimate business purposes. These we consider to be long term on the basis of repeat business. The period of time we retain your details is we consider for our industry, limitless. However if you would like to restrict this, you have the right to do so, and if you like to apply such restrictions, please contact us using the details below.

You have the right to control the information we hold: If you are registering on our databases, you will be sent an email advising of first registration, given options on how we contact you and what services you would like to receive. Each time changes are made, you will be notified.

You need not rely on this however as should you wish to change what we hold, you can contact any of our offices and personally request us to make changes.

You have the right to be forgotten: Subject to us being able to still abide by other governing rules and regulations, if you wish us to remove the personal data we hold, you may do so by contacting us using the contact details below.

You have the right to access the data we hold on you: There is not normally a charge for this, however we will require proof of identification before allowing access. If you would like to view this, please contact us using the details below.

You have the right to restrict how long we hold your personal details: Subject to us being able to still abide by other governing rules and regulations, if you wish us to restrict the time we hold your personal data after our engagement of services has ended, please contact us using the contact details below.

Your rights relating to automated decision making: From information submitted by you, our automated marketing will send properties which suggest based on the information we hold, you may be interested in. This may also include additional services we offer. You have rights to submit, change and control, and restrict this. This can be done by an automated control system via our email notifications process from our applicant and vendor database, or personally through ongoing communications with us, or by contacting us by using the information below.

Kenwood Estates Website:

Our website enables you to contact us. A copy of our privacy policy is available on our website www.kenwood-estates.co.uk. Our website uses cookies.

Instances where typically your information will be shared: Below are some instances where elements of your personal data may or will be shared or stored in line with the services in which you engage with us:

With your agreement to third parties to enrich the process of buying, selling or letting residential property, commercial property, land or developments.

To a buyer, seller, landlord, tenant or solicitor. Upon or during a transaction.

Your name to a landlord, tenant, buyer or seller for the purposes of arranging and conducting an accompanied or unaccompanied viewing of a property.

Internally to another department for the purposes of engaging with our services.

Photo ID and evidence of whom you are for Anti-Money Laundering and Anti-Terrorism Funding regulations.

For the purposes of obtaining an EPC (energy performance certificate).

For the purposes of ongoing property management issues.

For the purposes of instructing contractors or other service providers to attend tenanted properties.

Surveys of varying types to be carried out on behalf of tenancy check ins, check outs, inventories, inspections, rent reviews, dilapidations, contractors quotes and individuals or lenders.

For our compliance regulations to the 'The Property Ombudsman' your contact details may be used in any monitoring/survey processes in order to ensure compliance with data protection legislation.

Can you withhold information? Yes. However some personal information is required to enable transactions to complete. By withholding information, you may be at risk of not being able to engage fully with our services or completing a transaction.

How to contact us:

To contact us about anything to do with your personal data and data protection, including to make a subject access request, please use the following details (for the attention of The Directors):

Email address: property@kenwood-estates.co.uk

Postal Address: Kenwood Estates, 23 Spring Street, London, W2 1JA

Please mark your correspondence with the subject "Privacy Policy Enquiry".

Changes to this policy:

We may change this Privacy Notice from time to time. This may be necessary, for example, if the law changes, or if we change our business in a way that affects personal data protection.

Any changes will be posted on our website and you will be deemed to have accepted the terms of the Privacy Policy on your first email notification of changes or registration via our automated notifications system on our applicant and vendor database following the alterations. We recommend that you check our Privacy Policy page on our website on a regular basis to keep up-to-date.

More information on GDPR can be found on the IOC (information commissioner's office) website.

This website occasionally uses cookies, which are small amounts of data/info that your Internet browser (Internet Explorer, Firefox etc) stores on your PC. The cookies on our website are either set by us or by third party partners. The full details of our cookie policy can be found on our website at www.kenwood-estates.co.uk .