

## **Warnerheath Limited**

### **Privacy Notice**

Warnerheath Limited provides full real estate services. The Warnerheath Limited privacy notice provides information on how Warnerheath Limited (we, us, our) collects, uses, shares, secures your information and the choices you have with that data.

By working with Warnerheath Limited you agree to the collection of use of this information with this notice.

### **Information Collection Methods**

Warnerheath will collect information for the services it offers from yourself, next of kin, spouse, partner, family member, employers, financial institutions, law firms.

This information will typically be collected directly via the use of any of our standard forms, via email, social media, in our offices or through a telephone conversation with you.

You may also agree to third parties disclosing information about you to us that those third parties have collected.

We do collect certain information using automated means, such as cookies [DYNSRV] and similar tracking technologies, when you interact with our advertisements, mobile applications and web sites. This collected information may include IP addresses, browser type, operating systems and URLs.

This helps us to know how our service is being used and to analyse how visitors use our web site and apps.

Our websites and apps may use third-party web analytics providers that administer these services using technologies such as, but not limited to, cookies, which help us analyse how visitors use of web site.

Your rights regarding personal information we hold enable you to exercise choices about what information we collect, process, store and how we use this information and communicate with you.

### **Personal Data Collected**

E-mail address

Full name

Full address

Cookies and usage data

### **The reason and purpose we collect your data**

We collect use and hold your information for the following purposes:

Providing Warnerheath Property Services

Compliance with industry standards

Conducting and developing business

Protect against and prevent fraud, money laundering, tax evasion and compliance and security of business

Business directories

Developing new products and services

Enforcement of Warnerheath Limited's 'Terms'

### Anti-Money Laundering

When assisting our clients in a property related service we have to comply with certain regulations such as Money Laundering, Terrorist Financing and Transfer of Funds (information on the payer) regulations 2017. This information provided will only be used by Warnerheath Limited in Regulation Compliance and will not be shared with any other party outside Warnerheath Limited unless legally required.

If you decide to enter into a business relationship with Warnerheath Limited, we will require two separate Identification documents – one primary and one secondary document even if it appears on both lists. We may need to refresh this information depending on where you are and how long we are in a business relationship.

### Primary document -proof of ID

- Valid Passport showing MRZ
- Valid full UK photo driving licence
- Valid EI/EEA/Switzerland photo driving licence
- Valid EI/EEA/Switzerland identity card
- Valid UK Armed Forces ID Card
- Valid UK Biometric Residence Permit (copy of both sides)
- Valid Local Authority Bus Pass

### Secondary documents – proof of residence

- Valid full UK photo driving licence
- Local authority council tax bill (dated within the last 12 months)
- UK Bank/Building societies statements / bills showing activity, dated within the last six months
- UK mortgage statement (last 12 months)
- Utility bill dated (the last 6 months)
- Pension details (last 12 months)

We reserve the right to employ a third-party electronic verification for the purpose of verifying identity.

### Lawful Basis of Processing Data under the General Data Protection Regulation (GDPR)

Warnerheath Limited processes this information under the following:

- To perform a contract with you
- To comply with law
- Risk assessment and due diligence
- Acquisitions, management and updating client details provided by the data controller

#### Data Retention

Warnerheath will retain your data for as long as set out in this notice.

We will retain and use your personal data to comply with our legal obligations, resolve disputes and enforce our legal agreements and policies.

#### Data Transfer

Your data will be stored and maintained on systems outside of your country where data protection laws may differ from those of the UK

If you are located outside the UK and choose to provide information to us, we will transfer - process, store and maintain it, in the UK

Providing Warnerheath with this information consents you to this Privacy Notice and represents your agreement to this transfer.

Warnerheath will take all reasonable steps to ensure your data treated securely and in accordance with this Policy Notice.

#### Information We Share

We do not disclose or sell personal information we collect about you. Except as described in this Privacy Notice or as indicated via the consent process at the time the data is collected. The information we share, but not limited to:

- Selling and Letting Agents and Landlords and their sub processors
- Financial institutions, Insurance Companies, Surveyors
- Formally contracted service providers
- Land Registry, Her Majesty's Revenue and Customs, Financial Conduct Authority
- Councils
- Law firms

Warnerheath Limited reserve the rights to transfer your information in the event of a sale or transfer of our business or assets. You are able to contact the acquiring entity with questions concerning the protection and processing of your information.

#### How Long Do We Keep Information For

Warnerheath will only keep your information for as long as necessary. We typically keep personal information for 7 years after the last contact with you. We do reserve the right to keep information for longer if legally required and in the legitimate interests of Warnerheath Limited.

### Data Protection Rights under the General Data Protection Regulation (GDPR)

Residents in the European Economic Area (EEA) have certain protection rights. Warnerheath Limited aims to provide reasonable steps to allow you to amend, delete, correct or limit the use of your Personal Data.

Please let us know if you would like information concerning the information, we hold for you and if you want to be removed from our systems.

In certain circumstances, you have the following data protection rights:

- The right to access, update or delete information we have on you
- The right of rectification
- The right to object
- The right of restriction
- The right to access your information
- The right to withdraw consent.

Warnerheath may ask to verify your identity before responding to such requests.

You have the right to complain to a Data Protection Authority about our collection and use of your Personal Data.

### Service Providers

Third party companies and individuals may be employed to facilitate our service, on our behalf.

These third parties have access to your Personal Data only to perform tasks related to the service and are obligated not to disclose or use it for any other purpose.

### Privacy Notice Changes

Warnerheath may update this Notice and will notify you of any changes in the Privacy Notice and will let you know prior to the changes becoming effective. This priory notice will be provided in writing or in person.

### Opting Out of Processing

You are entitled to opt out collection of personal information by automated means eg when visiting our web site or interacting with our adverts, by using the Cookie Consent tool displayed in the website.

You can at any time tell us not to send you marketing communications by emailing: [info@warnerheath.com](mailto:info@warnerheath.com) or unsubscribing via the 'unsubscribe link' within the marketing e-mails you receive from us.