

Fairweather Estate Agents Limited Privacy Policy

The Fairweather Estate Agents Limited privacy policy provides information on how Fairweather Estate Agents Limited and any 3rd party providers collect , use , secure, transfer and share your information.

Fairweather Estate Agents Limited are based at 22 Dolphin Lane, Boston, Lincolnshire PE216EU, serving house builders, housing associations and the general public by offering a local estate agency service to the surrounding area, including marketing via websites including social media, local paper advertising, office displays and Pattinson online Auction at request only.

Types of Information We Collect.

Typically Fairweather Estate Agents Limited collect:

First Name	Primary ID *	Mail Address
Middle Name	Address ID *	Phone Numbers
Surname	Bank Statements *	New Property Details
Date of birth	Credit Card Statements *	Solicitor Details
Present Address	Proof of Deposit	Estate Agent Details
Residential Status	Proof of Property Ownership	New Mortgage Details
Landlord Details	Property Requirements	Evidence of Savings
Nationality	Utility Bills	Credit Card Details
UK National	Marital Status	Bank Details

*Copies

Methods of Collection

In the general conduct of business, Fairweather Estate Agents Limited collects information relevant to the services being sought.

- yourself
- next of kin
- spouse / partner / family member
- business associates
- Employers
- “trusted” sources including:
 - Government / Land / Police registers
 - Credit / Default Agencies
 - Financial Institutes (Banks, Building Societies, Loan Agencies, Credit Card companies)
 - Other Law firms
- through consent to third parties disclosing information about you to us that they have collected.

Such information will generally be collected directly via the use of any of our standard forms, over the internet, via email, in our branches or through a telephone conversation with you. We may also collect personal information through companies that you have instructed to assist us in serving you, including but not limited to solicitors, housing associations and house builders and mortgage advisors.

In addition, you may choose to submit information directly to us via several methods, including:

- through Fairweather Estate Agents Limited and websites
- in response to marketing or other communications
- through social media
- by signing up for a Fairweather Estate Agents Limited service
- in connection with an actual or potential business or employment relationship with us

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

We, and our service providers collect certain information by using automated means, such as completing a form on our website pages. The information we collect in this manner may include the information types listed on this document already and your current property type and future requirements.

"Your Rights and Choices" section of this Privacy Notice specifies your ability, to opt out or limit the usage of the information collected.

Purposes of Collection

Generally, we will collect, use and hold your information for the purposes of offering property market appraisals, the marketing of your property as instructed and to facilitate and confirm an agreed sale or an agreed purchase through arranging viewings and subsequently placing offers.

- Conducting business, developing relationships with Fairweather Estate Agents Limited, Processing payments / transactions including accounting, complaints and enquiries. Protect against and prevent fraud, unauthorised transactions, money laundering (please see below), tax evasion, claims, other liabilities and manage risk exposure and agent /franchise quality, integrity, compliance and security of business processes
- Provide, administer and communicate with you about Fairweather Estate Agents Limited products, services, offers, programs and promotions.
- Evaluate your interest in employment and contact you regarding possible employment opportunities

- Enforce Fairweather Estate Agents Limited “Terms of Use”, other legal rights as may be required by applicable laws and regulations or requested by any judicial process or governmental agency having or claiming jurisdiction over Fairweather Estate Agents Limited or its affiliates.
- Comply with industry standards and Fairweather Estate Agents Limited policies

Anti-Money Laundering

In addition to helping you with a property related service we have to comply with certain regulations for example the “Money Laundering, Terrorist Financing and Transfer of Funds (Information on the Payer) Regulations 2017 (referred to as “the Regulations).” Fairweather Estate Agents Limited are required to obtain certain information from you to comply with regulations. The information provided will only be used by Fairweather Estate Agents Limited in relation to complying with the Regulations and will not be shared with any other party outside of Fairweather Estate Agents Limited unless we are required to do so under law.

If you decide to enter in to a business relationship with Fairweather Estate Agents Limited Estate Agents or any wholly owned subsidiary to comply with certain regulations.

We will require two separate Identification documents one primary and one secondary document even if it appears on both lists. The information may be required at various stages of the process depending whether you are:

Purchasing (or Selling)

Primary documents - proof of ID

- Valid Passport with MRZ
- Valid full UK photo driving licence
- Valid full UK Driving licence (Non photo, paper) issued before 1998 • Valid EU/EEA/Switzerland photo driving licence.
- Valid EU/EEA/Switzerland national Identity Card.
- Valid UK Armed Forces ID Card.
- Valid UK Biometric Residence Permit (copy of both sides.)
- Valid Blue disabled drivers pass. (With photo)
- Valid Freedom Pass
- Valid Local Authority Bus pass.
- Department for Works & Pensions letter confirming pension details including National Insurance Number dated within the last 12 months.

Secondary documents - proof of residence (home.)

- Valid full UK photo driving licence.
- Valid full UK Driving licence (Non photo, paper) issued before 1998
- Local authority council tax bill (dated within the last 12 months).
- UK Bank / Building societies statements/bills showing activity, dated within the last six mths. Including account number and sort code. (Internet printed acceptable.)
- UK mortgage statement (dated within the last 12 months.) (Internet printed acceptable.)
- Utility bill dated within the last 6 months including - Electricity bill (with MPAN number), Landline, Gas, Satellite TV, Water. (Internet printed acceptable.) (Not mobile phone bills.)
- Her Majesty’s Revenue and Customs (HMRC) Inland Revenue (IR) Coding / assessment / statement (dated within the last 12 months) with National Insurance number.
- Department for Works & Pensions letter confirming pension details and NI Number. (Dated within the last 12 months).

We reserve the right to employ third party electronic verification for the purpose of verifying identity. This search will not affect your credit rating.

Lawful basis of processing

Fairweather Estate Agents Limited processes your information under the following

- Performance of a contract: where you enter into a contract with Fairweather Estate Agents Limited and we need to process your information as part of this contract
- Legitimate interests: some information is processed by Fairweather Estate Agents Limited as part of its legitimate interests which include: Fraud, risk assessment, due diligence, network and information security, managing opting out of communications, direct marketing, cloud storage, updating customer details, lettings, sales and other core products and service provided by the data controller.
- Consent : where we process information under consent we will seek your clear and unambiguous consent prior to processing your data.

Information We Share

We do not sell or otherwise disclose 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. We share the information we collect with, but not limited to:

- Formally contracted service providers to perform services on our behalf in marketing including but not limited to Rightmove, The Zoopla Group, Solicitors, Estate Agents, local photographers and sign erectors.
- Hosting Datacentres and Cloud Services (Software as a Service – SaaS, Platform as a Service – PaaS , Infrastructure as a Service – IaaS).

We contractually require these service providers to safeguard the privacy and security of personal information they hold or process on our behalf and authorise them to use or disclose the information only as necessary to perform services on our behalf or comply with legal requirements.

- Other Law firms
- Credit agencies, Land Registry Office, Her Majesty's Revenue and Customs (HMRC), Financial Conduct Authority (FCA) and other relevant regulatory bodies
- Additionally we may share information about you, if required legally, to prevent harm or financial / reputation loss, for investigation of suspected or actual fraudulent or illegal activities.
- Perspective employers requesting references via your written consent

On websites, features can be accessed where we partner with other entities that are not affiliated with Fairweather Estate Agents Limited. These include social networking, geo-location tools etc. are operated by third parties (indicated appropriately) who may use or share personal information in accordance with their own privacy policies. It is recommended that you review the third parties' privacy policies if you use the relevant features.

How long do we keep information for

We will keep information for a reasonable amount of time in order to perform the purposes listed above.

We only keep your information for as long as necessary. We generally keep personal information for 7 years after last contact with you or as required under legislation.

Profiling

For the purposes of business conduct, enhancement, identification of fraud, money laundering and other potential unauthorised activities, Fairweather Estate Agents Limited engages profiling activities via direct use or anonymisation of sensitive personal information.

Direct Profiling

Direct profiling is engaged for the fair and lawful purposes, to provide Fairweather Estate Agents Limited the ability to enforce Fairweather Estate Agents Limited "Terms of Use", legal reporting as may be required by applicable laws, regulations, policies / standards or requested by any judicial process or governmental agency having or claiming jurisdiction over Fairweather Estate Agents Limited including, but not limited to:

- Background checks for existing and new employees, clients, business partners, affiliates
- Anti-money laundering
- Tax reporting
- Credit defaulting / exposure

Indirect Profiling

Indirect profiling via anonymisation of personal information is also used for preparing and furnishing aggregated data reports showing anonymised information, including, but not limited to, the following:

- Compilations, analyses, analytical and predictive models and rules, and other aggregated reports for the purpose of advising our partners / affiliates and servicing institutions, retailers and other customers regarding past and potential future patterns of service usage, spending, fraud, and other insights that may be extracted from this data.
- Compiling and communicating promotional and marketing information about products and services that Fairweather Estate Agents Limited that may be of interest to you.
- Facilitating our internal business operations, including the fulfilment of any legal requirements.

Your Rights and Choices

Your rights regarding the sensitive / personal information we maintain about you enable you to exercise choices about what personal information we collect from you, how we use that information, and how we communicate with you (including the option to opt-out of any further communication); this can be done in-branch or by writing to us at 22 Dolphin Lane, Boston, PE216EU, by telephone on (01205) 336122 or emailing sales@fairweather-estateagents.co.uk

You may have the right to:

- obtain confirmation that we hold personal information about you
- request information about the personal information we maintain about you
- receive copies of the personal information we maintain about you

The right to access personal information may be limited in some circumstances by local law requirements.

To exercise these rights, please contact us as set forth above.

Update and correct inaccuracies in your personal information

If you feel that the information we hold about you is incorrect or inaccurate you can contact us outlining the information you feel is incorrect or inaccurate

Object to the processing of your personal information

If you would like to object to any processing of your information by Fairweather Estate Agents Limited you can contact us outlining what processing of information you would like to object to.

Have the information blocked, anonymised or deleted, Opting out of processing.

If you would like Fairweather Estate Agents Limited to delete, block or anonymise information we hold about you, you can contact us outlining what information you would like deleted, blocked or anonymised.

To update your preferences, ask us to remove your information from our mailing lists or submit a request to access, update, correct or delete your personal information, please contact us either in-branch at 22 Dolphin Lane, Boston, PE216EU, by telephone on (01205) 336122 or by email: sales@fairweather-estateagents.co.uk

Withdrawal of consent

If we obtain your information by consent you have the right to withdraw any consent you previously provided to us.

If we process your information under legitimate interest you can object at any time on legitimate grounds, to the processing of your personal information. The right to consent removal may be limited in some circumstances by local law requirements and you will be informed appropriately.

How to Contact Us / Feedback & Complaints

If you:

- make a complaint about a breach of your personal information, applicable privacy laws / principles or a concern about Fairweather Estate Agents Limited privacy practices
- would like access and/or update information or preferences you provided to us,

You may e-mail us at: sales@fairweather-estateagents.co.uk or write to us at:

Fairweather Estate Agents Limited
22 Dolphin Lane,
Boston
PE21 6EU

If we fall short of your expectations in processing your personal information or you wish to make a complaint about our privacy practices, please contact us via the details in the "How To Contact Us" section below.

To assist us in responding to your request, please give full details of the issue. We attempt to review and respond to all complaints within a reasonable time.

If we cannot for lawful reasons complete your request we will explain this to you to the extent that we lawfully can.

How We Protect Information

The security of your personal information is very important and Fairweather Estate Agents Limited is committed to protecting the information we collect, which is held and maintained through a cloud service (Platform as a Service). The data is stored in a secure data centre and backed up to secure locations by a data controller who is required to safeguard the privacy and security of the data. Fairweather Estate Agents Limited stores personal information only for as long as it is necessary for the fulfilment of the purpose for which the personal information was collected, unless otherwise required or authorised by applicable law. We take measures to destroy or permanently de-identify personal information if required by law or if the personal information is no longer required for the purpose for which we collected it.

Updating this document We will update this statement from time to time so we suggest that you review this statement at regular intervals. Where we undergo substantial changes to our privacy statement we will endeavour to inform you directly about these changes.

