

## GDPR – Privacy Policy Statement

**Claire Sheehan Estate Agents** collect customer data in order to carry out our day to day business.

We comply with the General Data Protection Regulations and we are registered with the Information Commissioner.

Claire Sheehan Estate Agents is a Trading Name of **Moor Moves Limited**, an independently owned and operated business, Company Registration number 5990757.

We believe in a common sense approach to Data Protection and we hope you will work with us.

The data we collect will be relevant and we will respect the fact that it is **your** data. We never sell data onto third parties or carry out general marketing. We will only share data with third parties if we have your full permission and if it is essential in carrying out our estate agency or legal duties, personal data will only be used for the purposes of preventing money laundering and terrorist financing. In addition, we may disclose information if it is necessary in order to comply with responsibilities we have to our regulators, for example, tax officials, law enforcement etc.

**Applicants** - If you enquire about a property we are selling or letting we will obtain personal data such as your name, address, contact telephone numbers and email address. It is polite to share names when organising viewings but unlawful to pass on contact numbers without express permission. You may want to be placed on our Applicant Register, so we can keep you up to date with properties coming onto the market and obtain a weekly email update. This is part of our day to day activity but there is an option to “opt out”.

**Customers** - If you seek to purchase or rent a property from us then we will obtain additional personal data – Know Your Customer data. This information will be stored securely by us and held for a period of time that is legally required (up to a maximum of 7 years). It is essential that we verify your identity and financial status – but unlawful for us to divulge this information to third parties, without your consent.

**Clients** – if we are acting as your agents to sell or let your property then we have a duty to obtain detailed – Know Your Customer information. This information will be stored securely by us and held for a period of time that is legally required. It is essential that we verify your identity and proof of ownership but unlawful for us to pass on this information to third parties without your express permission.

**Third Parties** - With your permission we may share your contact details with third parties that can offer additional services to you, such as solicitors, mortgage companies, surveyors.

In a transaction you may request assistance from local builders, trades people etc. We pass on your contact details to third parties only with your express permission.

**External Providers** - In order to carry out our day to day duties we need to involve third party organisations. Our regular external providers are checked and verified by us and all comply with GDPR.



Our cloud based software and company website are licensed from Expertagent & Websky Ltd.

Our chosen reference agency is Rent4sure Ltd

Our chosen Deposit Protection agency is Mydeposits (Tenancy Deposit Solutions Ltd)

Our chosen Mortgage Advisers are Pennine Mortgage Solutions Ltd

**Your Rights** - You have the right to request a copy of any personal information we hold about You. This is known as a Subject Access Request for which there is no charge, providing the requests are not excessive or repetitive. Your request needs to be made in writing and sent to the Data Protection Officer – Claire Sheehan, Claire Sheehan Estate Agents Suite 3 Hawkstone House, Hebden Bridge HX7 7BL. We will ask You to provide ID before processing the request. Once in receipt of this, we will process the request without undue delay and within one calendar month.

Please contact us if you have any questions or queries regarding the way Your personal information is processed.

You may also complain to the Information Commissioner's Office. They can be contacted at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

[www.ico.org.uk](http://www.ico.org.uk)

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