

Privacy Policy

Fox Gregory is committed to protecting your privacy and security. We only process your data if it is fair and lawful to do so.

What information do we collect about you?

We collect information about you when you register with us or request services online. We also collect information when you voluntarily complete customer surveys, provide feedback and participate in competitions. Website information is collected using cookies

How we use the information about you?

The information we collect from you is so that we can provide you with information about our range of services now and in the future as well as information on the products, quotes or information you have requested. We do not and will not supply your personal information to any other organisation or person outside of our group of companies unless you have expressly authorised us to do so.

Access to your information and correction or erasure

You have a right to access the information that we hold about you. If you would like a copy of some or all of your personal information then please write to Data Protection Officer, Fox Gregory Ltd, 102 Allitsen Road, St John's Wood, NW8 7AY or email admin@foxgregory.co.uk

We want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate.

Cookies

Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. This information is used to track visitor use of the website and to complete statistical reports on website activity.

For further information visit www.aboutcookies.org or www.allaboutcookies.org

What we use cookies for:

- **Account** – We use these cookies to remember your settings and preferences. For example we may use these cookies to remember your Wish list properties
- **Security** – We use these cookies for enhancing security to our website and to your data.

- **Advertising** – We use these cookies for delivering advertisements. For example we can use this information to make advertisements more meaningful to the user, and to track efficiency of our advertising campaigns, both on our services and on other websites or mobile apps
- **Performance** – We use these cookies to collect information on how you use our site & our services to help us improve them. For example we would use this information to determine if you visited specific pages
- **Analytics** – We use these cookies to improve our site features. For example we use this information to enhance very popular pages on our website to improve user experience

You can set your browser not to accept cookies and the above websites tell you how to remove cookies from your browser. However, in a few cases some of our website features may not function as a result.

Other websites

Our website contains links to other websites. This privacy notice only applies to this website, so when you link to other websites you should read their own privacy notices

How to contact us

Please contact us if you have any questions about our privacy notice or information we hold about you:

by email – admin@foxgregory.co.uk

or write to us at: Data Protection Officer, Fox Gregory Ltd, 102 Allitsen Road, St John's Wood, London NW8 7AY

Data Protection Policy - Policy Statement

Everyone has rights with regard to how their personal information is handled. During the course of our activities we will collect, store and process personal information about our staff, customers, suppliers and other third parties. We recognise the need to treat it in an appropriate and lawful manner.

About this policy

The types of information that we may be required to handle include details of current, past and prospective employees, suppliers, current, past and prospective customers and others that we communicate with. The information, which may be held on paper or on a computer or other media, is subject to certain legal safeguards specified in General Data Protection Regulations (GDPR) and other regulations. GDPR imposes restrictions on how we may use that information.

It sets out our rules on data protection and the legal conditions that must be satisfied in relation to the obtaining, handling, processing, storage, transportation and destruction of personal information.

The Data Protection Officer is responsible for ensuring compliance with GDPR and with this policy. The Data Protection Officer can be emailed at admin@foxgregory.co.uk, or written to at Data Protection Office, Fox Gregory Ltd, 102 Allitsen Road, St John's Wood, London NW8 7AY. Any questions or concerns about the operation of this policy should be referred in the first instance to the Data Protection Officer.

Definition of data protection terms

Data is information which is stored electronically, on a computer, or in certain paper-based filing systems.

Data subjects for the purpose of this policy include all living individuals about whom we hold personal data. A data subject need not be a UK national or resident. All data subjects have legal rights in relation to their personal data.

Personal data means data relating to a living individual who can be identified from that data (or from that data and other information in our possession). Personal data can be factual (such as a name, address or date of birth) or it can be an opinion (such as an appraisal as to their actions when interacting with us).

Data controllers are the people who or organisations which determine the purposes for which, and the manner in which, any personal data is processed. They have a responsibility to establish practices and policies in line with GDPR. We are the data controller of all personal data used in our business.

Data users include employees whose work involves using personal data. Data users have a duty to protect the information they handle by following our data protection and security policies at all times.

Data processors include any person who processes personal data on behalf of a data controller. Employees of data controllers are excluded from this definition but it could include suppliers which handle personal data on our behalf.

Processing is any activity that involves use of the data. It includes obtaining, recording or holding the data, or carrying out any operation or set of operations on the data including organising, amending, retrieving, using, disclosing, erasing or destroying it. Processing also includes transferring personal data to third parties.

Sensitive personal data includes information about a person's racial or ethnic origin, political opinions, religious or similar beliefs, trade union membership, physical or mental health or condition or sexual life, or about the commission of, or proceedings for, any offence committed or alleged to have been committed by that person, the disposal of such proceedings or the sentence of any court in such proceedings. Sensitive personal data can only be processed under strict conditions and will usually require the express consent of the person concerned.

Data Protection Principles

Anyone processing personal data must comply with the six GDPR enforceable principles of good practice. These provide that personal data must be:

- (a) processed lawfully, fairly and in a transparent manner in relation to the data subject
- (b) collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes; further processing for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes shall, in accordance with Article 89(1), not be considered to be incompatible with the initial purposes (c) adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed.
- (d) accurate and, where necessary, kept up to date; every reasonable step must be taken to ensure that personal data that are inaccurate, having regard to the purposes for which they are processed, are erased or rectified without delay
- (e) kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the personal data are processed; personal data may be stored for longer periods insofar as the personal data will be processed solely for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes in accordance with Article 83(1) subject to implementation of the appropriate technical and organisational measures required by this Regulation in order to safeguard the rights and freedoms of the data subject
- (f) processed in a manner that ensures appropriate security of the personal data, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organisational measures

Fair and lawful processing

GDPR is intended not to prevent the processing of personal data, but to ensure that it is done fairly and without adversely affecting the rights of the data subject. The data subject must be told who the data controller is (in this case Fox Gregory), who the data controller's representative is (in this case the Data Protection Officer), the purpose for which the data is to be processed, and the identities of anyone to whom the data may be disclosed or transferred.

For personal data to be processed lawfully, certain conditions have to be met. These may include, among other things, requirements that the data subject has consented to the processing, or that the processing is necessary for the legitimate interest of the data controller or the party to whom the data is disclosed. When sensitive personal data is being processed, more than one condition must be met. In most cases the data subject's explicit consent to the processing of such data will be required. The data subject is able to withdraw consent at any time from one or all areas where it has been given.

Legitimate Interest means the interest of our business in conducting and managing our business to enable us to give you the best service/product and the best and most secure experience. We make sure we consider and balance any potential impact on you (both positive and negative) and your rights before we process your personal data for our legitimate interests. We do not use your personal data for activities where our interests are overridden by the impact on you (unless we have your consent or are otherwise required or permitted to by law). You can obtain further information about how we assess our legitimate interests against any potential impact on you in respect of specific activities by [contacting us](#).

Electronic Mail Marketing

Below is an excerpt from the ICO's guide to organisations who undertake electronic marketing campaigns. For the full guide please following the following link <https://ico.org.uk/for-organisations/marketing/>

We can only carry out unsolicited electronic marketing if the person we are targeting has given their permission.

However, there is an exception to this rule. Known as 'soft opt-in' it applies if the following conditions are met;

- (a) where we have obtained a person's details in the course of a sale / letting or negotiations for a sale / letting of a product or service;
- (b) where the messages are only marketing similar products or services; and
- (c) where the person is given a simple opportunity to refuse marketing when their details are collected, and if they don't opt out at this point, are given a simple way to do so in future messages

Processing for limited purposes

Personal data will only be processed for the specific purposes notified to the data subject when the data was first collected or for any other purposes specifically permitted by GDPR.

We collect personal data in a number of ways, for example: in branch, over the phone, via email, via online submissions, via our terms of business and using application forms. We collect information for the purpose of assisting clients and customers with their property needs and identify other services that will assist them in property related matters.

Adequate, relevant and non-excessive processing

Personal data will only be collected to the extent that it is required for the specific purpose notified to the data subject. Any data which is not necessary for that purpose will not be collected in the first place.

Accurate Data

Personal data will be accurate and kept up to date. Information which is incorrect or misleading is not accurate and steps will therefore be taken to check the accuracy of any personal data at the point of collection. Inaccurate or out-of-date data will be destroyed.

Data Retention

Personal data will not be kept longer than is necessary for the purpose. This means that data will be destroyed or erased from our systems when it is no longer required.

Processing in line with data subjects' rights

Data will be processed in line with data subjects' rights. Data subjects have a right to:

- (a) Request access to any data held about them by a data controller.
- (b) Prevent the processing of their data for direct-marketing purposes.
- (c) Ask to have inaccurate data amended.
- (d) Prevent processing that is likely to cause unwarranted substantial damage or distress to themselves or anyone else.
- (e) Object to any decision that significantly affects them being taken solely by a computer or other automated process.

Data Security

We will ensure that appropriate security measures are taken against unlawful or unauthorised processing of personal data, and against the accidental loss of, or damage to, personal data.

GDPR requires us to put in place procedures and technologies to maintain the security of all personal data from the point of collection to the point of destruction. Personal data may only be transferred to a third-party data processor if they agree to comply with those procedures and policies, or if they put in place adequate measures themselves.

Maintaining data security means guaranteeing the confidentiality, integrity and availability of the personal data, defined as follows:

- (a) Confidentiality means that only people who are authorised to use the data can access it.
- (b) Integrity means that personal data should be accurate and suitable for the purpose for which it is processed.
- (c) Availability means that authorised users should be able to access the data if they need it for authorised purposes.

Methods of disposal – Paper documents should be shredded.

Subject Access Requests

A formal request from a data subject for information that we hold about them must be made in writing. A Subject Access Request form is then sent which asks for more details of what is required, which must be returned for provision of this information. There is then a 30 day (20 working day) window in which the data needs to be provided. Any member of staff who receives a written request should forward it to the Data Protection Officer immediately.

Providing information to third parties

Any member of staff dealing with enquiries from third parties will not disclose any personal information held by us. Any enquiry made must be raised with a Company Director or the Data Protection Officer, who will:

- (a) Check the identity of the person making the enquiry and whether they are legally entitled to receive the information they have requested;
- (b) Suggest that the third party put their request in writing so the third party's identity and entitlement to the information may be verified; and
- (c) Where providing information to a third party, do so in accordance with the six GDPR data protection principles.

Data Retention Policy

We wish to keep consumers advised of our services and therefore retain data for marketing purposes. From time to time consumers request that we stop providing them with information about our services.

In the event that this request is made then the data is anonymised & frozen within our system and put 'beyond use'; in order for us to ensure they are not contacted again if they have asked not to be contacted or marketed to.

From time to time consumers ask that their data be deleted.

Once a consumer's data falls outside of our Legal Retention periods', a consumer may insist that their data is deleted. As far as is reasonably possible we will delete the data and advise the consumer. At that point, they would be required to submit a request to invoke the companies Right to Erasure Procedure contained herein.

In the unfortunate event that we have a legal requirement to produce data by the courts, the police or other public authority, that request should be made in writing to The Data Protection Officers, details of which can be found below.

The Data Protection Officers will facilitate the unfreezing of the data within the system to comply with the public authorities to produce said data.

1) Data Retention Matrix:

Potential Buyers, Tenants or Occupants

You give your consent for us to hold your information and contact you when you are registered by our staff as looking to buy, rent or reside in a property.

We will retain your data for the following periods of time:

Description	We will send you marketing emails and newsletters until you	We may communicate with you by phone, email or letter until you	We will retain information on you in our systems but not use it for any marketing purposes until
If you request a lettings market appraisal for your property	Unsubscribe Or Have not responded to any of our email communications for 3 years	Tell us not to do so Or 6 years from your last appointment or transaction with us	6 years from your last appointment or transaction with us
If you instruct us to let your property	Unsubscribe Or Have not responded to any of our email communications for 3 years	Tell us not to do so Or 6 years from the end of your marketing contract or final day of the last tenancy	14 years after the end of your marketing contract or final day of the last tenancy
If you request a sales market appraisal for your property	Unsubscribe Or Have not responded to any of our email communications for 3 years	Tell us not to do so Or 6 years from your last appointment or transaction with us	6 years from your last appointment or transaction with us
If you instruct us to sell your property	Unsubscribe Or Have not responded to any of our email communications for 3 years	Tell us not to do so Or 6 years from the end of your marketing contract or completion of your last transaction with us	14 years after the end of your marketing contract or completion of your last transaction with us

**2) Data Retention Matrix:
Potential Landlords & Sellers, Landlords & Sellers, or Corporate Clients**

Description	We will send you marketing emails and newsletters until you	We may communicate with you by phone, email or letter until you	We will retain information on you in our systems but not use it for any marketing purposes until
If you request a lettings market appraisal for your property	Unsubscribe Or Have not responded to any of our email communications for 3 years	Tell us not to do so Or 6 years from your last appointment or transaction with us	6 years from your last appointment or transaction with us
If you instruct us to let your property	Unsubscribe Or Have not responded to any of our email communications for 3 years	Tell us not to do so Or 6 years from the end of your marketing contract or final day of the last tenancy	14 years after the end of your marketing contract or final day of the last tenancy
If you request a sales market appraisal for your property	Unsubscribe Or Have not responded to any of our email communications for 3 years	Tell us not to do so Or 6 years from your last appointment or transaction with us	6 years from your last appointment or transaction with us
If you instruct us to sell your property	Unsubscribe Or Have not responded to any of our email communications for 3 years	Tell us not to do so Or 6 years from the end of your marketing contract or completion of your last transaction with us	14 years after the end of your marketing contract or completion of your last transaction with us

3) Data Retention Matrix – Contractors

You give your consent for us to hold your information and contact you when you are registered by our staff as a supplier. We will retain your data for the following periods of time:

Description	We will send you marketing emails and newsletters until you	We may communicate with you by phone, email or letter until you	We will retain information on you in our systems but not use it for any marketing purposes until
If you are registered with us to provide contractor services	We will not send you any marketing material	Tell us not to do so Or The duration of the contractor agreement and an additional 6 years	14 years after your contractor agreement with us ends

Right to Erasure Policy

Introduction

GDPR regulates the way in which all personal data is held and processed. This is a statement of the Right to Erasure policy adopted by Fox Gregory. It applies to all its employees.

Purpose

The purpose of this policy is to ensure that everyone handling personal information at Fox Gregory is fully aware of the requirements of GDPR and complies with data protection procedures and that data subjects are aware of their rights under GDPR.

Scope: information covered by GDPR 'Personal data' covered by GDPR is essentially any recorded information which identifies a living individual. Personal data held by Fox Gregory will include contact information for a variety of stakeholders and other personal data.

Safety & Security A key role as Service Provider is the introduction of our staff and our clients to members of the public, we therefore have a duty of care to ensure the safety of all involved. Our staff are therefore required to record the full contact details of all participants involved in a transaction.

Right to Erasure (i.e. the right to be forgotten)

When consumers provide us with personal information we will only retain it for as long as we need to, thus to ensure we have dealt with all aspects of the enquiry or complaint. In practice, this means that we are legally required to retain data. Once a consumer has been supplied information in our industry a 'transaction' has taken place. This being the primary reason for which data may be retained in accordance with the regulations.

Fox Gregory has a secondary legal requirement to retain data for the provision of data to public authorities & in order to comply with legislation or regulations included but not limited to those listed below.

- The Terrorism Act 2000 (as amended by the Anti-Terrorism, Crime and Security Act 2001 & the Terrorism Act 2006)
- The Proceeds of Crime Act 2002 (as amended by the Crime and Courts Act 2013 and the Serious Crime Act 2015)
- Consumers, Estate Agents and Redress Act 2007
- Estate Agents Act 1979
- Immigration Act 2014
- The Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013
- The Consumer Protection from Unfair Trading Regulations 2008

- Money Laundering, Terrorist Financing and Transfer of Funds (Information on the Payer) Regulations 2017
- Criminal Finances Act 2017

We therefore adopt a policy on request of Right to Erasure that the data is put 'beyond use'. The data is anonymised & frozen within our system.

Retention Policy

We wish to keep consumers advised of our services and therefore retain data for marketing purposes. From time to time consumers request that we stop providing them with information about our services.

In the event that this request is made then the data is anonymised & frozen within our system and put 'beyond use'.

From time to time consumers ask that their data be deleted.

Once a consumer's data falls outside of our Legal Retention periods', a consumer may insist that their data is deleted. At that point, they would be required to submit a request to invoke the companies Right to Erasure Procedure contained herein. As part of this procedure a consumer can either choose the right to be forgotten whereby their data is anonymised and frozen or insist their data be deleted again.

In the unfortunate event that we have a legal requirement to produce data by the courts, the police or other public authority, that request should be made in writing to The Data Protection Officers, details of which can be found below.

The Data Protection Officers will facilitate the unfreezing of the data within the system to comply with the public authorities to produce said data.

Responsibility for Fox Gregorys' compliance with GDPR

Fox Gregorys' Data Protection Officer reports on any data protection matters to the Company, but the individual members of staff are responsible for the proper use of the data they process.

Policy Statement

The principles of GDPR require that personal information must:

- be processed fairly and lawfully;
- not be used for a purpose for which it was not collected;
- be adequate, relevant and not excessive for the purpose;
- be accurate and up-to-date;
- not be kept longer than necessary;
- be processed in accordance with the data subject's rights;

- be kept secure and protected from unauthorised processing, loss or destruction; and
- be transferred only to those countries outside the European Economic Area that provide adequate protection for personal information.

In order to meet the requirements of the principles Fox Gregory will:

- fully observe conditions regarding the fair collection and use of information;
- meet its legal obligations to specify the purposes for which information is used;
- collect and process appropriate information, and only to the extent that it is needed to fulfil operational needs or to comply with any legal requirements;
- ensure the quality of the information used;
- hold personal information on Fox Gregory's systems for as long as is necessary for the relevant purpose, or as long as is set out in any relevant contract held with Fox Gregory;
- ensure that the rights of people about whom information is held can be fully exercised under GDPR (these include: the right to be informed that processing is being undertaken; the data subject's right of access to their personal information; the right to prevent processing in certain circumstances; the right to correct, rectify, block or erase information which is regarded as wrong information);
- take appropriate technical and organisational security measures to safeguard personal information; and
- ensure that personal information is not transferred outside the EEA without suitable safeguards.

Staff Responsibilities for Right to Erasure

Fox Gregory will ensure that there is someone with specific responsibility for data protection in the organisation. The nominated person is the Data Protection Officer. The Data Protection Officer may be contacted at: Data Protection Officer Fox Gregory Ltd, 102 Allitsen Road, St John's Wood, London NW8 7AY Email: admin@foxgregory.co.uk

Fox Gregory will ensure that:

- everyone managing and handling personal information understands that they are responsible for following good data protection practice;
- this policy is available to each member of staff;
- everyone managing and handling personal information is appropriately trained and supervised; and
- queries about handling personal information are promptly and courteously dealt with and clear information is available to all staff

Privacy

Fox Gregory respects consumers' privacy. The information that consumers provide us with, or that is gathered automatically, helps us to monitor our services and provide consumers with the most relevant information.

Complaints Procedure

Fox Gregory aims to comply fully with its obligations under GDPR. If consumers have any questions or concerns regarding Fox Gregorys' management of personal data, including their right to access data about them, or if they consider Fox Gregory holds inaccurate information about them, they should contact Fox Gregorys' Data Protection Officer.

If consumers have any questions or concerns have not been dealt with adequately or that a subject access request they have made to Fox Gregory has not been fulfilled they avail themselves of the Fox Gregory complaints procedure. If consumers are still dissatisfied, they have the right to contact the office of the Information Commissioner, the independent body overseeing compliance with GDPR: <http://ico.org.uk>.

Subject Access Request Form

Please provide the following details about yourself:

Full name _____
Address _____

Tel No _____
Fax No _____
E-mail: _____

Are you requesting information about yourself? If so, you are the data subject and documentary evidence of your identity is required, i.e. driving licence, birth certificate (or photocopy) If not, please supply the written consent of the data subject and supply their details as follows:

Full name _____
Address _____

Tel No _____
E-mail: _____

Please briefly explain why you are requesting this information rather than the data subject

Please describe the information you seek together with any other relevant information to help us identify the information you require.

ALL APPLICANTS MUST COMPLETE THIS SECTION

I _____ confirm that the information given on this application form to Fox Gregory is true, and I understand that Fox Gregory may need more information to confirm my identity/that of the data subject and to locate the information that I am requesting.

Signature: _____

Date: _____

Please return the completed form to the Data Protection Officer, Fox Gregory Ltd, 102 Allitsen Road, St John's Wood, London, NW8 7AY (admin@foxgregory.co.uk) a) Evidence of your identity(ies) b) Stamped addressed envelope for return of proof of identity/authority document, if required Whilst Fox Gregory must respond to your request for information within 30 days, (20 Working days) please note this time period does not begin to run until all of the above have been received.