

## 1. Introduction

This website is operated by Zoopla Ltd on behalf of Normand Properties Ltd (“we”, “us” or “Normand Properties”) and we are responsible for and control the processing of your personal information. We are committed to ensuring that your privacy is protected. We have created this privacy policy statement to demonstrate our commitment to the privacy of our customers. We value your trust, and we will treat your personal information as confidential and in accordance with applicable data protection legislation. By using our website, you are acknowledging that we are processing your personal information and, where necessary consenting to such practices, as outlined in this statement.

## 2. Personal Information

We may collect personal information about you (and others if their personal information is provided by you) when you

- (a) arrange a viewing
- (b) enquire or register for Normand Properties Register and Contact Us Forms
- (c) engage with us on our website or by calling us
- (e) complete customer feedback or surveys
- (f) raise a complaint or dispute with us or are involved in a legally recordable incident at our managed premises (e.g. in relation to health and safety reporting)
- (g) speak to one of our representatives
- (i) and / or use our website and customer applications in any other way

The personal information collected may include your full name, postal address, email address, telephone number.

We might need when we are required to do so by law so as to satisfy our anti-money laundering and counter terrorist finance requirements collect additional identification information (such as passports, drivers' licences or national identity cards) or other prescribed forms of documentation with proof of your place of residence. In addition, relevant sources of income or funds from anyone or entity such as a company, trust or charity we reasonably believe may have an interest in a property even if they are not considered to be our customer.

Where we are working alongside third parties such as solicitors, joint or multi agents, we may need to share these documents on the basis of legitimate interests.

Your bank / building / similar account details to allow us to manage an approved tenancy deposit account for you and to set up your rental payments.

If you are a tenant renting under the 'Right to Rent' scheme we will collect details of your Biometric residence card, your immigration status document and/or your birth certificate to carry out our required checks for you and any resident of the property.

We may also need to collect specific identity documents from you for the purpose of preventing and detecting crime, fraud or money laundering.

## 3. How we use your information

Under data protection legislation we are only permitted to collect your personal information if we have a legal basis for doing so. This will include

- Where we need information to perform the contract we have entered into with you
- Where we need to comply with a legal obligation

- Where the processing is necessary for us to carry out activities for which it is in Normand Properties legitimate interests (or those of a third party) to do so

In more limited circumstances we may also rely on the following legal bases:

- Where we need to protect your interests (or someone else's interests); and/or
- Where it is needed in the public interest or for official purposes

We may process special categories of personal information and criminal conviction information in the following limited circumstances:

- With your explicit consent, in which case we will explain the purpose for which the information will be used at the point where we ask for your consent.

Specific information on how your personal information will be used for the particular services you have requested from us is provided below.

- We use your personal information for the purposes of arranging viewings, obtaining feedback, and arranging a contract for sale or a lease for you.
- We will use your personal information to conduct due diligence in accordance with other legal or regulatory obligations
- We will share your personal information with your appointed solicitors and the solicitors and agents acting for the other side of the deal as is necessary to facilitate the sale or purchase. We may also share your personal information with joint or multi agents or, as the case may be.
- We will share your personal data with third party referencing agencies for the purposes of the prevention and detection of crime, fraud and/or money laundering and checking your suitability to rent that property. In such circumstances, the third party referencing agency may act as a data controller for your information.
- Where we are managing property on your behalf we may need to pass your personal information from time to time on to third party contractors whom we have engaged to carry out maintenance on your properties.
- We will share personal information with our regulators, governmental or quasi-governmental organisations, law enforcement authorities and with courts, tribunals and arbitrators as may be required from time to time in order to comply with our regulatory and legal obligations.
- Where we use third party services providers who process personal information on our behalf in order to provide services to us. This includes IT systems providers and IT contractors as well as third party referencing or screening agencies for the purposes of the prevention and detection of crime.
- We may share your personal information with any person working within or for Normand Properties on a need to know basis to ensure we are able to perform our obligations to you.

#### **4. Our approach to information security**

To protect your information, Normand Properties has policies and procedures in place to make sure that only authorised personnel can access the information, that information is handled and stored in a secure and sensible manner and all systems that can access the information have proportionate and reasonable security measures in place.

While we take reasonable measures to ensure the safety and security of your data, due to the inherent risks with the Internet, we are unable to warranty the absolute security of your data when using our services.

## **5. How long we will keep your personal information**

We retain your information for a range of purposes which determine the period of time for which we need to keep such information.

We will remove your data from our systems at the end of the applicable data retention periods, unless we are required by current or future law to retain your personal information for a longer period.

## **6. Transfers of your information Overseas**

We may from time to time need to transfer your personal information to support partners which are located outside the UK and the European Economic Area (EEA), for the purpose of ensuring our websites are operating correctly or in relation to third parties to whom we share your data. Any transfer of your data will be subject to adequate levels of protection that will safeguard your privacy rights and give you remedies in the unlikely event of a security breach.

## **7. Your rights**

You have a number of rights in relation to your personal information, including the right to:

### **The right to access information we hold about you**

At any point you can contact us to request details concerning the information we hold about you, why we have that information, who has access to the information and where we got the information.

### **The right to correct and update the information we hold about you**

If the data we hold about you is out of date, incomplete or incorrect, you can inform us and we will ensure that it is updated.

### **The right to have your information erased**

If you feel that we should no longer be using your data or that we are illegally using your data, you can request that we erase the data we hold. When we receive your request, we will confirm whether the data has been deleted or tell you the reason why it cannot be deleted.

### **The right to object to processing of your data**

You have the right to request that Normand Properties stops processing your data. Upon receiving the request, we will contact you to tell you if we are able to comply or if we have legitimate grounds to continue. If data is no longer processed, we may continue to hold your data to comply with your other rights.

### **The right to data portability**

You have the right to request that we transfer your data to another controller. Once we have received your request, we will comply where it is feasible to do so.

### **The right to complain**

You can make a complaint to us by contacting us via mail to [info@normand-properties.com](mailto:info@normand-properties.com) or to the data protection supervisory authority – in the UK, this is the Information Commissioner's Office, at <https://ico.org.uk/>.

If you would like to exercise any of your rights please contact [info@normand-properties.com](mailto:info@normand-properties.com).

Please note that we will keep a record of the fact that you have made a request to exercise your rights, and our response to your request, in order to demonstrate compliance with our data protection obligations and so that we can handle any queries, complaints or claims in relation to your request.

## **8. Use of cookies**

The Normand Properties websites uses cookies. A cookie is a small text file that can be stored by your browser on the device you use to access internet and allows the browser to pass small amounts of information about user behaviour on the given website to a web server.

At Normand Properties we or Zoopla use our own cookies as well as those from third parties to enable the smooth operation of the websites, such as to automatically log you in when you visit (with your permission). We also use cookies/tags to monitor visits to our website and continuously look for places to improve your website experience. Zoopla our marketing partner also uses cookies to monitor the performance of our advertising and to serve appropriate Normand Properties advertisements to you on other websites. We will never share any personal information about you with these third parties and the cookies and tags used maintain your anonymity.

### **Cookie Consent**

The first time you access Normand Properties website, you will be informed about our use of cookies to improve your site experience. By continuing to browse our website you consent to our use of cookies.

### **How to reject and delete cookies**

Should you wish to reject or block the use of cookies, you can do so at any time, usually by clicking 'Help' on your browser. Cookies are specific to individual browsers so if you use more than one browser, you will need to delete cookies on each browser. Please be aware though that by rejecting cookies you may not receive the optimum website experience. To find out more about cookies, including how to see what cookies have been set and how to manage and delete them, visit [www.allaboutcookies.org](http://www.allaboutcookies.org)

## **9. Complaints**

If you have any complaints about the way we use your personal information please contact us at [info@normand-properties.com](mailto:info@normand-properties.com) and we will try to resolve the issue. If we cannot resolve any issue, you have the right to complain to the data protection authority in the UK, this is the Information Commissioner, <https://ico.org.uk>

If you need more information about how to contact your local data protection authority please let us know by contacting [info@normand-properties.com](mailto:info@normand-properties.com).

## **10. Contact details**

If you have any queries about this policy, need further information regarding any aspect of this Privacy Policy, please do not hesitate to contact us by sending an email to [info@normand-properties.com](mailto:info@normand-properties.com). or by writing to Normand Properties Ltd, South Park Studios - Office 03, 88 Peterborough Road, London SW6 3HH