

Privacy Notice – ConveyancingHome Limited

Introduction

This document sets out our Privacy Policy and defines data processing of personal records in accordance with General Data Protection Regulations.

Scope

This policy is applicable to all areas processing personal records containing personal data at ConveyancingHome Limited.

Responsibilities

Business details of Data Processor/Controller

ConveyancingHome Limited is a company registered in England and Wales under company number 14718414 and with a registered office at Leigh House, 28-32 St.Pauls Street, Leeds, West Yorkshire LS1 2JT

Privacy Policy

Data Controller or Processor

If ConveyancingHome Limited is provided with personal information under contract via a third party, it is likely we will be acting as a Data Processor or acting as Joint Controllers. If this is not the case, then ConveyancingHome Limited will be acting as the Data Controller.

To progress your enquiry, we will ask for your consent based on your acceptance of this privacy policy and understanding how we process your personal data.

Collecting personal information

We may collect, store and use the following kinds of personal information:

(a) information about your computer and about your visits to and use of our website including your IP address, search terms, geographical location, browser type and version, operating system, referral source, length of visit, page views and website navigation paths;

(b) Information that you provide to us when registering with our website including your email address & contact details;

(c) information that you provide when completing your profile on our website including your name, address, gender, date of birth, relationship status, health records, employment records & payment details;

(d) Information that you provide to us for the purpose of subscribing to our email notifications and/or newsletters;

(e) Information that you provide to us when using the services on our website, or that is generated in the course of the services we provide.;

(f) Information relating to any purchases of services or any other transactions that you enter into through our website, online chat or directly through any contact centre including your name, address, telephone number, email address and card details;

(g) Information that you provide when responding to customer service feedback or complaints.;

(h) Information contained in or relating to any communication that you send to us or send through our website, email or telephone calls (call recording) including the communication content and metadata associated with the communication; and

(i) Payment data when purchasing services.

Before you disclose to us the personal information of another person, you must obtain that person's consent to both the disclosure and the processing of that personal information in accordance with this policy.

We may also record phone calls for the purposes of staff training, mitigation of disputes and the collection of consent from data subjects.

Using personal information

Personal information submitted to us through our website, phone calls, emails or in person will be used for the purposes specified in this policy.

We may use your personal information to:

(a) administer our website and business;

(b) personalise our website for you;

(c) enable your use of our services;

(d) send you information;

(e) process payments;

(f) send statements, invoices and payment reminders to you, and collect payments from you;

(g) send you non-marketing commercial communications;

- (h) send you email notifications that you have specifically requested that form part of the service;
- (i) send you our email newsletter, if you have requested it (you can inform us at any time if you no longer require the newsletter);
- (j) send you marketing communications relating to our business or the businesses of carefully-selected third parties which we think may be of interest to you, by post or, where you have specifically agreed to this, by email or similar technology (you can inform us at any time if you no longer require marketing communications);
- (k) provide third parties with statistical information about our users (but those third parties will not be able to identify any individual user from that information);
- (l) deal with enquiries and complaints;
- (m) keep our website secure and prevent fraud; and
- (n) verify compliance with the terms and conditions governing the use of our website (including monitoring private messages sent through our website private messaging service).
- (o) We will pass your name and email address to customer review services to enable us to conduct product-specific customer satisfaction reviews. Our current provider is Trustpilot. We may also from time to time enter in to sector specific awards that may also conduct consumer reviews.
- (p) We will not, without your expressed consent, supply your personal information to any third party for the purpose of their or any other third party's direct marketing.
- (q) All our website and financial transactions are handled through our payment services provider, worldpay. We will share information with our payment services provider only to the extent necessary for the purposes of processing payments you make via our website, directly, refunding such payments and dealing with complaints and queries relating to such payments and refunds.
- (r) Data supplied by you for the purposes of our services is stored in our data centre. We also utilise Microsoft Office 365 and VPN Scanning cloud-based platforms.

Disclosing personal information

We may disclose your personal information to any of our employees, officers, insurers, professional advisers, consultants, agents, suppliers or subcontractors insofar as reasonably necessary for the purposes set out in this policy and in the delivery of our services.

We also share your data with Mortgage Companies, Government Agencies, Estate Agents, Mortgage Brokers, Insurance Brokers, Search Companies, The Council for Licensed Conveyancers and third party software providers for the purposes of your conveyancing.

We may disclose your personal information to any third party companies we work with in relation to your conveyancing to progress your transaction. This means any subsidiaries insofar as reasonably necessary for the purposes set out in this policy.

We may disclose your personal information:

- (a) to the extent that we are required to do so by law;
- (b) in connection with any ongoing or prospective legal proceedings;
- (c) in order to establish, exercise or defend our legal rights including providing information to others for the purposes of fraud prevention and reducing credit risk;
- (d) to the purchaser (or prospective purchaser) of any business or asset that we are (or are contemplating) selling;
- (e) to any person who we reasonably believe may apply to a court or other competent authority for disclosure of that personal information where, in our reasonable opinion, such court or authority would be reasonably likely to order disclosure of that personal information.
- (f) except as provided in this policy, we will not provide your personal information to third parties.

International data transfers

Any data we collect from customers outside the EEA may be stored & processed within the EEA and the country of residence of the data subject.

Personal information processed outside the EEA will only be performed if there is a legal premise to do so.

You expressly agree to the transfers of personal information described in this section.

Retaining personal information

This section sets out our data retention policies and procedure, which are designed to help ensure that we comply with our legal obligations in relation to the retention and deletion of personal information.

Personal information that we process for any purpose or purposes shall not be kept for longer than is necessary for that purpose or those purposes.

Without prejudice to other obligations set out in this contract or legal obligations, we will usually delete personal data falling within the categories set out below at the date/time set out below:

- (a) personal & sensitive data of a financial nature

(b) when you ask us to erase your data compliant with GDPR Article 17;

Notwithstanding the other provisions of this contract, we will retain documents & records containing personal data:

(a) to the extent that we are required to do so by law;

(b) if we believe that the documents may be relevant to any ongoing or prospective legal proceedings; and

(c) in order to establish, exercise or defend our legal rights (including providing information to others for the purposes of fraud prevention and reducing credit risk).

There is no statutory period defined in legislation, so our retention period is based on recommendations from the Council for Licensed Conveyancers, purchase files will be kept for 15 years, sale and remortgages for 6 years.

Security of personal information

We will take reasonable technical and organisational precautions to prevent the loss, misuse or alteration of your personal information.

We will store all the personal information you provide on our secure (password- and firewall-protected) servers.

All communications via our website, payment transactions, electronic documents and database records will be protected by encryption technology.

You acknowledge that the transmission of information over the internet is inherently insecure, and we cannot guarantee the security of data sent over the internet.

You are responsible for keeping the password you use for accessing our website or portal confidential; we will not ask you for your password (except during authenticating access to electronic systems).

Amendments

We may update this policy from time to time by publishing a new version on our website.

You should check this page occasionally to ensure you are happy with any changes to this policy.

We may notify you of any changes to this policy by email.

Please let us know if the personal information that we hold about you needs to be corrected or updated.

Your rights

You may instruct us to provide you with any personal information we hold about you; provision of such information will be subject to:

- (a) there is no payment required; and
- (b) the supply of appropriate evidence of your identity for this purpose, we will usually accept a photocopy of your passport certified by a solicitor or bank plus an original copy of a utility bill showing your current address.
- (c) We may withhold personal information that you request to the extent permitted by law.
- (d) You may instruct us at any time not to process your personal information as permitted by law.
- (e) You can instruct us to erase your data, compliant to GDPR Article 17.
- (f) You have the right to lodge a complaint with the Data Protection Authority, if you consider your rights have been breached in anyway.

Note: The UK Data Protection Authority can be contacted on the following link:

[Contact us | ICO](#)

Third party websites

Our website may include hyperlinks to, and details of, third party websites.

We have no control over, and are not responsible for, the privacy policies and practices of third parties if you register with them independently.

Cookies & Trackers

Our website uses cookies & trackers.

A cookie is a file containing an identifier (a string of letters and numbers) that is sent by a web server to a web browser and is stored by the browser. The identifier is then sent back to the server each time the browser requests a page from the server.

Cookies may be either "persistent" cookies or "session" cookies: a persistent cookie will be stored by a web browser and will remain valid until its set expiry date, unless deleted by the user before the expiry date; a session cookie, on the other hand, will expire at the end of the user session, when the web browser is closed.

Cookies do not typically contain any information that personally identifies a user, but personal information that we store about you may be linked to the information stored in and obtained from cookies.

We use both session and persistent cookies on our website.

The purposes, for which they are used, are set out below:

(a) Category 2 – Performance Cookies

These are cookies we use to gather browsing data anonymously to enable us to monitor the effectiveness of our website. The information gathered is not used for any other purpose.

(b) Category 3 – Functionality Cookies

These are cookies we use to track your session when you log into our site. This cookie stores a unique identity reference for the browser, so that when you log in / verify your email during a survey, your session can be protected / linked only to you

NONE of the cookies on this site contain or pass any personal, confidential or financial information or any other information that could be used to identify individual visitors or customers purchasing from our website.

Most browsers allow you to refuse to accept cookies; for example:

(a) in Internet Explorer (version 11) you can block cookies using the cookie handling override settings available by clicking "Tools", "Internet Options", "Privacy" and then "Advanced";

(b) in Firefox (version 47) you can block all cookies by clicking "Tools", "Options", "Privacy", selecting "Use custom settings for history" from the drop-down menu, and unticking "Accept cookies from sites"; and

(c) in Chrome (version 52), you can block all cookies by accessing the "Customise and control" menu, and clicking "Settings", "Show advanced settings" and "Content settings", and then selecting "Block sites from setting any data" under the "Cookies" heading.

Note: Blocking all cookies will have a negative impact upon the usability of many websites and you may not be able to use all the features on the website.

You can delete cookies already stored on your computer; for example:

(a) in Internet Explorer (version 11), you must manually delete cookie files (you can find instructions for doing so at [Windows help & learning \(microsoft.com\)](http://Windows help & learning (microsoft.com)));

(b) in Firefox (version 47), you can delete cookies by clicking "Tools", "Options" and "Privacy", then selecting "Use custom settings for history" from the drop-down menu, clicking "Show Cookies", and then clicking "Remove All Cookies"; and

(c) in Chrome (version 52), you can delete all cookies by accessing the "Customise and control" menu, and clicking "Settings", "Show advanced settings" and "Clear browsing data", and then selecting "Cookies and other site and plug-in data" before clicking "Clear browsing data".

Note: Deleting cookies will have a negative impact on the usability of many websites.

Data protection registration

We are in the course of being registered as a data controller with the UK Information Commissioner's Office.

Our details

Our website is owned and operated by ConveyancingHome Limited.

We are registered in England and Wales under company number 14718414 and with a registered office at Leigh House, 28-32 St.Pauls Street, Leeds, West Yorkshire LS1 2JT

Our principal place of business is at Caledonia House, Lawnswood Business Park, Redvers Close, Leeds LS16 6QY.

You can contact us:

by post, using the postal address given above;

using our website contact form;

by telephone, on the contact number published on our website; or

by email, using the email address published on our website.

Or you can contact our Data Protection officer directly by email at dpo@conveyancinghome.co.uk.