

House-moves Limited are a Cheltenham based Estate Agent offering a range of services within the property sector, helping you buy or sell a property, marketing properties for sale on our webpage, social media, using property portals to market these properties such as Rightmove, Zoopla, contacting our database, matching buyers with their property criteria, providing our buyers and sellers with useful contact information, ensuring a helpful and easier transaction process.

House-moves Limited are registered under the Data Protection Act 1998 with the Information Commissioners Office registration number ZA097449.

In this privacy policy it is explained what types of personal data we collect, for what purposes data is collected, how it is processed and what rights you have in this regard. All personal information you supply will be treated in accordance with The Data Protection Act 1998.

### **What Data is collected**

In general conduct of business, House-Moves collects information relevant to our services we offer; We collect;

- Your full name
- Present address
- Residential status
- Email address
- Contact telephone number
- Criteria of your property search

Such information will generally be collected via face to face conversations, any of our standard forms on our webpage, over the internet, via email, in our office branch, a telephone conversation with yourself. In addition, you may chose to submit information to us directly through

- Social media
- In response to marketing
- Through numerous property portals such as Rightmove, Zoopla, Primelocation

### **Purpose of collection of data**

Generally, House-moves will collect, use and hold your information for the purposes of;

1. Registering you to; Value Your Property, Sell Your Property, List on our Database, View a Property, or Offer on a property and Buy a Property.
2. The information we collect and process will be used for the sole purpose of conducting our business as an Estate Agent.
3. Protect against and prevent fraud, unauthorised transactions, money laundering.
4. Provide, administer and communicate with you about House-moves services, properties, offers and feedback.
5. Operate, monitor, evaluate and improve our services, website.

### **Anti-money Laundering**

In addition to helping you with property related services, we have to comply with certain regulations for example the "Money Laundering, Terrorist Financing and Transfer of Funds Regulations 2017. House-moves Estate Agents are required to obtain certain information from you to comply with regulations. This information

provided will only be used by House-moves in relation to complying with regulations and will not be shared with any other party outside of House-moves unless we are required to do so under law.

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

Purchasing (or selling)

Primary Documents-Proof of ID

- Valid Passport
- Valid full UK photo driving licence
- Valid EU/EEA photo driving licence
- Valid blue disabled drivers pass (with photo)
- Valid local authority bus pass.
- Department for works and pensions letter confirming pension details including National Insurance Number

Secondary Documents- Proof of residency

- Valid full UK photo driving licence
- Local authority council tax bill
- UK bank statement- valid (within last 6 months).
- UK mortgage statement (within last 12 months)
- Utility Bill dated within last 6 months
- HMRC or Inland revenue assessment with NI number
- Department of works and pensions letter confirming pension details and NI number.

### **Lawful basis of processing**

House-moves processes your information under the following;

- Performance of a contract: Where you enter into a contract with House-moves and we need to process your information as part of this contract. i.e selling of your property.
- Legitimate Interests: Some information is processed by House-moves as part of its legitimate interests which can include; Fraud, Risk management, due diligence, managing opting out of marketing or communications, updating customer details, sales, sales progressing, accessing applications, assessing your criteria property needs, conducting business.

Your information will only be used by House-moves Limited for the purpose it was obtained and only held for as long as necessary. We generally keep personal information for 7 years after last contact with you to comply with regulations. Only if requested by yourself will we pass your details to third parties for Conveyancing, Surveying or Financial purposes. In circumstances where you are selling a property through ourselves, your details may be shared with other estate agents as part of the Chain details selling process.

### **Your rights and your 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.

### **Access and correction**

You may have the right to;

1. Obtain information that we hold personal information about you.
2. Request access to and receive information about the personal information we maintain about you.
3. Receive copies of the personal information we maintain about you.

To exercise these rights, please contact us as set below;

### **Update/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 on [info@house-moves.co.uk](mailto:info@house-moves.co.uk), 01242 517800. Or via post at House-Moves ,2 Rowanfield Road, Cheltenham, GL51 8AG

### **Object to the processing of your personal information**

If you would like to object to any processing of your information by House-moves you can contact us outlining what process of information you would like to object to.

### **Have the information blocked, anonymised or deleted**

If you would like House-moves 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 or from our mailing list or to submit a request please contact us as specified in the How To contact Us section.

### **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. House-moves will apply your preferences going forward. Doing so will mean that you cannot take advantage of certain house-moves offers, services, promotions or updates on new properties coming to the market that may be of interest.

### **How to contact us**

If you have questions about this Privacy Policy or House-moves processing of your personal data, please contact us at:

[info@House-moves.co.uk](mailto:info@House-moves.co.uk) or call 01242 517800

Office Address:  
House-moves Limited  
2 Rowanfield Road  
Cheltenham  
Gloucestershire  
GL51 8AG

### **How we protect personal information**

The security of your personal information is very important and house-moves is committed to protecting the information we collect. We maintain administrative, technical and physical safeguards designed to protect the

personal information you provide or we collect against accidental, unlawful or unauthorised destruction, loss, alteration, access or disclosure.

House-moves stores personal information only for as long as it is necessary for the fulfilment of the purpose of which the 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 of which it was collected.

**Updating this privacy statement**

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.

This policy is accurate as of April 2018.