



HENDRED ESTATE
PRIVACY NOTICE

This Privacy Notice describes how the Hendred Estate uses and stores information we collect.

We take the privacy and security of your personal information very seriously. We will never sell your information to third parties. We commit to protect and respect any personal information you share with us, or that we legitimately receive about you from other organisations. We will be clear when we collect your information and not to do anything you would not reasonably expect.

SCOPE

This Privacy Policy only applies to the Hendred Estate activities and its website.

WHO WE ARE

The Hendred Estate is a privately-owned business which includes the Hendred Farm Partnership and Catmore Farm. Its main businesses are the rental of both residential and commercial properties and farming.

If you have any questions regarding this Privacy Notice please contact the Estate Office on 01235 821543 or by e-mail on office@hendrestate.co.uk

WHAT WE USE PERSONAL INFORMATION FOR

Professionals

To provide professional advice to enable ongoing communications between the Hendred Estate, Tenants and Third Parties and to enable us to comply with all relevant regulations.

Tenants

To exercise our obligations as Landlord to:

- Comply with our Legal Obligations
- To enable a tenancy to commence
- To carry out repairs and maintenance to properties

Suppliers and Contractors

To comply with current regulations and to enable ongoing communications and obligations.



LAWFUL BASES FOR PROCESSING PERSONAL INFORMATION

Contract

Where we have contractual relationships with suppliers, tenants and employees processing is necessary to administer the pre-contract and contractual obligations for the performance of a contract.

Legitimate Interest

Where the processing is not required by law but is of a clear benefit to you or others, there is a limited privacy impact or you should reasonably expect your data used in that way.

Legal Obligation

We process and share some information because it is necessary to perform the contract we have with and to comply with laws and regulations to do with running an organisation and employing staff, such as health and safety legislation, tax laws, human rights and employment laws.

Vital Interest

We process some sensitive information on health and disability provided to us to enable us to respond in the most appropriate way in the event of a medical emergency.

WHERE WE COLLECT INFORMATION ABOUT YOU

We collect personal information in the following ways:

When you give it to us directly

- Property enquiry by e-mail, telephone or website
- Job application
- Tenancy application

From third party organisations

- Credit reference agencies
- HMRC
- Companies House

SHARING OF YOUR PERSONAL INFORMATION TO THIRD PARTIES

We will never sell your personal information to third parties or release your information to any company for marketing purposes.



HOW WE KEEP YOUR PERSONAL INFORMATION SAFE

We have put in place the following controls to protect your personal information.

- All computers are password protected
- Data is kept to a minimum
- Paper files are kept secure

HOW WE KEEP YOUR INFORMATION UP TO DATE

We only use information you provide to us, please ensure you notify us of any changes. We will periodically ask you to confirm the information we hold is correct.

HOW LONG WE RETAIN PERSONAL INFORMATION

We will only retain your personal information for as long as necessary for the purpose we collected it for, including for the purposes of satisfying any legal, accounting or reporting requirements.

YOUR RIGHTS

By law you have certain rights over your personal data that we hold about you which are summarised below:

- **ACCESS** – You have the right to ask for a copy of the personal information held about you
- **RECTIFICATION** – You have the right to ask us to correct any errors in the personal information held about you
- **OBJECTION** – You have the right to make an objection to how we are processing your personal information
- **DELETION** – You have the right to ask for personal information we hold about you is deleted. However we are required by law to retain some information for reporting purposes.
- **CONSENT WITHDRAWAL** – Where processing is based on consent then that consent can be withdrawn at any time
- **MAKING A COMPLAINT** – If you have a complaint you have the right to complain to the Information Commissioner's Office who Hendred Estate is registered with. Their details can be found at www.ico.org.uk.

CHANGES TO THIS PRIVACY NOTICE

We may change this Privacy Notice from time to time. If we make any significant changes in the way we treat your personal information we will inform you.