

Privacy Policy

Contractual

This includes all contracts our customers enter into with us or our business partners, including (but not limited to) all forms of marketing agreements, landlord, tenant and tenancy agreements.

Some examples of where it would be necessary to process and/or share information to

- Marketing properties for sale or let and introducing buyers or tenants
- marketing properties on Facebook as agreed
- Using your contact details to arrange viewings and negotiate offers
- Progressing sales and tenancies to a successful conclusion
- Referencing tenants
- Processing of applications for and administration of selected insurance products with external providers
- Accounting processes e.g. Barclays Bank, Sage software
- Software providers as necessary to support our business needs

In addition, our internal call centre will have access to your contact information in order to assist you when your local branch is busy taking other calls.

Legitimate Interests

This primarily involves providing you with information about additional services we offer within Ferris & Co Ltd that will help you achieve your property aims.

Some example of this are:

- If you are aiming to buy a property to let, we may discuss our lettings management service with you
- If you have a property which is not attracting high enough offers, we may discuss the possibility of letting in the short term while the market improves.

Information will only be shared by Ferris & Co Ltd where it is in the legitimate interests of both the company and its customers or where consent has been obtained. Some examples are:

- Providing seller's contact details to surveyors to arrange survey appointments
- Sharing information essential to understanding progress or delays in a transaction you are involved with
- Providing tenants contact details to contractors to arrange repairs
- Providing tenants contact details to external providers to carry out periodic inspection and check out reports

Where we use a third party to provide support services the information we share will be restricted to property details and will not include personal data.

We may use your data for analysis to monitor and improve the services we provide.

Consent

The data you provide may be used for any or all of the following reasons:

- To contact you in order to carry out your instructions to us
- To provide you with information, products and services which you have requested from us
- To help you with information, products and services connected with and relevant to your property aims and in your interests and lettings management services etc.
- To process payments and transactions
- To notify you about changes to our services

The information we use is normally restricted to the information you provide to us. This includes (but is not limited to) your full name, postal address, email address, telephone numbers, date of birth, demographic information and proof of funds that we are legally obligated to obtain from buyers. We also source information which is already in the public domain.

We will not share your personal data outside of Ferris & Co Ltd other than as described in this privacy policy or without your verbal or written consent.

Should you wish to withdraw your consent at any time, please contact us using the details provided below.

Security of your Data

We will securely retain all paper files containing your data in cabinets and offices which will be locked when attended.

Electronic data is securely held and protected by anti-virus software and firewalls. Our servers are subjected to regular penetration tests to check that they are securely protecting your data. Data held on laptops is password protected and subject to the same anti-virus software and firewalls.

As with any company, we are unable to provide absolute guarantees due to the ever increasing sophistication of criminal activity. However we will do everything reasonably possible ensure that your data is protected.

How long we keep your data for

Ferris & Co will only keep your data for as long as is necessary to provide you with the services requested until your aims are met and to comply with our regulatory requirements.

This will vary according to the extent of your relationship with us; here are some examples:

- Data relating to a customer who has entered into a contract or is involved in any business transaction with us will be retained for a period of 12 months from the end of the business relationship
- Data relating to a prospective customer e.g. a person who has been introduced to one or more properties, either by way of viewing appointment or by giving verbal/written property information, but who is not involved in a transaction or any other business activity through us, will be retained for 6 months from the time we last had communications with you. This is in order to ensure a complete record of activity against each corresponding property.

Data relating to an inactive customer/prospective customer will be retained for a period of 12 months from the time we last had communications with you.

How to contact us

Should you have any queries in respect of this Privacy Policy, please contact our office at
Penenden Parade
327a Boxley Road
Maidstone
Kent
ME14 2HN

01622 671200
sales@ferrisandco.net

If we are unable to resolve your concerns, The Information Commisioners Office (ICO) monitor the General Data Protection Regulations 2018 and can be contacted by email at <https://ico.org.uk>