



## **Redmayne Arnold & Harris – Sales Privacy Policy**

### **Our contact details**

Name: R A & H Ltd trading as Redmayne Arnold and Harris  
Address: Dukes Court, 54-64 Newmarket Road, Cambridge CB5 8Z  
Phone Number: 01223 323130  
E-mail: [rah@rah.co.uk](mailto:rah@rah.co.uk)

This privacy notice was completed on 1<sup>st</sup> September 2023

### **The type of personal information we collect**

We currently collect and process the following information:

- Personal Identifiers, name and contact details of property sellers, including details of their prospective purchase and solicitors and advisors;
- Personal Identifiers, name and contact details of potential property purchasers and their property requirements, their solicitors and advisors name and contact details, and evidence for funding purposes and sales contracts;
- Names and contact details of companies providing services;
- Names and contact details of companies providing services;
- Names and contact details and payment details of suppliers and agencies;
- Employee data;
- Website user statistics
- Copy of Passports / Driving licenses
- Bank statements
- Wills, Grant of Probate and Power of Attorney documents
- Trust information
- Company information

### **How we get the personal information and why we have it**

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- To enable us to assist you in the selling your property
- To enable us to assist you in the purchase of a property we are instructed to market
- Anti-Money Laundering (AML) checks
- References
- Proof of funds
- Proof of ownership

**CAMBRIDGE OFFICE:** Dukes Court, 54-64 Newmarket Road, Cambridge CB5 8DZ | **01223 323130**  
**GREAT SHELFORD OFFICE:** 30 Woollards Lane, Great Shelford, Cambridge CB22 5LZ | **01223 800860**  
**HISTON OFFICE:** 2 High Street, Histon, Cambridge CB24 9LG | **01223 819300**



### **Personal Information Received Indirectly**

We also receive personal information indirectly, from the following sources:

- Agencies and suppliers
- Web portal leads

### **Use of your information**

We use your information that you have given us in order to facilitate the sale or purchase of a property.

We may need to share your details with others in order to perform our services to you. For example, we may need to deal with professional advisors, agents, electronic search providers, maintenance contractors, solicitors, surveyors and other parties on your behalf and in connection with our services, depending on the nature of the services you would like us to deliver.

When we use third party providers, we disclose only the personal data that is necessary to deliver the service.

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

- (a) Your consent. You are able to remove your consent at any time. You can do this by contacting rah@rah.co.uk.
- (b) We have a contractual obligation.
- (c) We have a legal obligation.

### **How we store your personal information**

Your information is securely stored.

- We keep property purchasers information for the duration of the transaction plus 7 years. We will then dispose of your information by deleting any electronic record and destroying any paper records.
- We keep sellers information for the duration of the transaction plus 7 years. We will then dispose of your information by deleting any electronic record and destroying any paper records.
- We keep suppliers information for 7 years. We will then dispose of your information by deleting any electronic record and destroying any paper records.
- Electronic data is stored on the cloud based server hosted by Vebra Alto for 7 years.
- Electronic data is stored on our server based at Redmayne Arnold and Harris for 7 years.

### **Your data protection rights**

Under data protection law, you have rights including:

**Your right of access** - You have the right to ask us for copies of your personal information.

**Your right to rectification** - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

**Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.

**Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal information in certain circumstances.



**Your right to object to processing** - You have the the right to object to the processing of your personal information in certain circumstances.

**Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at :

Redmayne Arnold & Harris, Dukes Court, 54-64 Newmarket Road, Cambridge CB5 8DZ

Email: [rah@rah.co.uk](mailto:rah@rah.co.uk)

Telephone Number: 01223 323130

if you wish to make a request.

### **How to complain**

If you have any concerns about our use of your personal information, you can make a complaint to us at Redmayne Arnold & Harris, Dukes Court, 54-64 Newmarket Road, Cambridge CB5 8DZ

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>



## Redmayne Arnold & Harris – Lettings Privacy Policy

### Our contact details

Name: R A & H Ltd trading as Redmayne Arnold & Harris  
Address: Dukes Court, 54-64 Newmarket Road, Cambridge CB5 8DZ  
Phone Number: 01223 323130  
E-mail: [lettings@rah.co.uk](mailto:lettings@rah.co.uk)

This privacy notice was completed on the 1<sup>st</sup> September 2023.

### The type of personal information we collect

We currently collect and process the following information:

- Personal identifiers, name and contact details of Landlord's identity, rental property details and bank details for matters relating to lettings and paying rental monies
- Personal identifiers, name and contact details of Tenants and Applicants, rental agreements, identity, status, bank and financial details and lettings history
- Names and contact details and payment information of suppliers and agencies
- Employee data
- Website user statistics

### How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- Landlords - to communicate with you with regard to letting or maintaining your property and payment of rental income
- Tenants and Applicants - to communicate, reference and verify on matters relating to the tenancy, including rental charges, maintenance and property inspections
- Anti-Money Laundering (AML) checks
- References
- Proof of funds
- Proof of ownership

### Personal information received indirectly

We also receive personal information indirectly, from the following sources:

- Agencies and suppliers
- Web portal leads

### Use of your information

We use the information that you have given us in order to:

- Facilitate the rental and maintenance of residential property
- Confirm your identification

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### **Who we may share this information with:**

We may need to share your details with others in order to perform our services to you. For example, we may need to deal with professional advisors, agents, reference agencies, tenants' vetting companies, electronic search providers, maintenance contractors and other parties on your behalf and in connection with our services, depending on the nature of the services you would like us to deliver.

When we use third party providers, we disclose only the personal data that is necessary to deliver the service.

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

- (a) Your consent. You are able to remove your consent at any time. You can do this by contacting [lettings@rah.co.uk](mailto:lettings@rah.co.uk)
- (b) We have a contractual obligation.
- (c) We have a legal obligation.

### **How we store your personal information**

Your information is securely stored.

We keep Landlord's information for the duration of the tenancy plus 7 years. We will then dispose of your information by deleting any electronic record and destroying any paper records.

We keep Tenant's information for the duration of the tenancy plus 7 years. We will then dispose of your information by deleting any electronic record and destroying any paper records.

We keep Applicant's information for 7 years. We will then dispose of your information by deleting any electronic record and destroying any paper records.

We keep supplier's information for 7 years. We will then dispose your information by deleting any electronic record and destroying any paper records.

Electronic data is stored for 7 years or the duration of the tenancy plus 7 years by Redmayne Arnold & Harris on:

- Our CFP server
- On a secure cloud-based server supported by Vebra Alto

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