

# PRIVACY POLICY



## Who are we?

Harry Charles Ltd is an Estate Agent and is located in Watford. We let and sell properties in the Hertfordshire area. We also provide a range of related services that help us manage properties on the behalf of our landlords

Our GDPR Owner Leone Ashby and Susan Clark data protection representative can be contacted directly here: [Leone@harrycharles.co.uk](mailto:Leone@harrycharles.co.uk) or [Sue@harrycharles.co.uk](mailto:Sue@harrycharles.co.uk) 01923 731313

The personal data we would like to use is:

Personal data type:	Source (where Harry Charles Ltd obtained the personal data from, if it has not been collected directly from you, the data subject. Note; if the personal data has been accessed from publicly accessible sources):
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The personal data we collect will be used for the following purposes:

- To provide you with the services which you request
- For verifying your identity for security purposes
- For marketing our services and products

Information which does not identify any individual may be used in a general way by us or third parties, to provide class information, for example relating to demographics or usage of a particular page or service.

Our legal basis for processing for the personal data:

Verifying your identity for security purposes

Verifying your status on behalf of landlords and affordability

## Consent

By consenting to this privacy notice you are giving us permission to process your personal data specifically for the purposes identified.

Consent is required for Harry Charles Ltd to process both types of personal data, but it must be explicitly given. Where we are asking you for sensitive personal data we will always tell you why and how the information will be used.

You may withdraw consent at any time by contacting us on the following email address: [info@harrycharles.co.uk](mailto:info@harrycharles.co.uk)

### **Disclosure**

Harry Charles Ltd will not pass on your personal data to third parties without first obtaining your consent. The following third parties will receive your personal data for the following purpose(s) as part of the processing activities:

### **Retention period**

Harry Charles Ltd will process personal data for up to 12 months and will store the personal data for 6 years in accordance with the law.

### **Your rights as a data subject**

At any point while we are in possession of or processing your personal data, you, the data subject, have the following rights:

Right of access – you have the right to request a copy of the information that we hold about you.

Right of rectification – you have a right to correct data that we hold about you that is inaccurate or incomplete.

Right to be forgotten – in certain circumstances you can ask for the data we hold about you to be erased from our records.

Right to restriction of processing – where certain conditions apply to have a right to restrict the processing.

Right of portability – you have the right to have the data we hold about you transferred to another organisation.

Right to object – you have the right to object to certain types of processing such as direct marketing.

Right to object to automated processing, including profiling – you also have the right to be subject to the legal effects of automated processing or profiling.

Right to judicial review: in the event that Organisation Name refuses your request under rights of access, we will provide you with a reason as to why. You have the right to complain as outlined in clause 3.6 below.

All of the above requests will be forwarded on should there be a third party involved (as stated in 3.4 above) in the processing of your personal data.

### **Complaints**

In the event that you wish to make a complaint about how your personal data is being processed by Harry Charles Ltd (or third parties as described in 3.4 above), or how your complaint has been handled, you have the right to lodge a complaint directly with the supervisory authority and Harry Charles's data protection representatives Leone Ashby.

The details for each of these contacts are:

	<b>Supervisory authority contact details</b>	<b>[Data Protection Officer (DPO)] / [GDPR Owner] contact details</b>
Contact Name:	Leone Ashby	Susan Clark
Address line 1:	196 St Albans Road	196 St Albans Road
Address line 2:	North Watford	North Watford
Address line 3:	Hertfordshire	Hertfordshire
Address line 4:	WD24 4AS	WD24 4AS
Address line 5:		
Email:	<a href="mailto:leone@harrycharles.co.uk">leone@harrycharles.co.uk</a>	<a href="mailto:sue@harrycharles.co.uk">sue@harrycharles.co.uk</a>
Telephone:	01923 731313	01923 731313

## **Privacy statement**

Read more about how and why we use your data here [https://www.harrycharles.co.uk/ privacy-policy](https://www.harrycharles.co.uk/privacy-policy)

### **[Online privacy statement]**

#### Personal data

Under the EU's General Data Protection Regulation (GDPR) personal data is defined as:

“any information relating to an identified or identifiable natural person ('data subject'); an identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person”.

#### How we use your information

Harry Charles Ltd will collect and use your personal data using cookies, profiling, complaints, subscriptions, verifying who you are and for security purposes.

#### Why does Harry Charles need to collect and store personal data?

In order for us to provide you with a service we need to collect personal data for correspondence purposes and/or detailed service provision. In any event, we are committed to

ensuring that the information we collect and use is appropriate for this purpose, and does not constitute an invasion of your privacy.

In terms of being contacted for marketing purposes Harry Charles Ltd would contact you for additional consent.

#### Will Harry Charles Ltd share my personal data with anyone else?

We may pass your personal data on to third-party service providers contracted to Harry Charles Ltd in the course of dealing with you. Any third parties that we may share your data with are obliged to keep your details securely, and to use them only to fulfil the service they provide you on our behalf. When they no longer need your data to fulfil this service, they will dispose of the details in line with Harry Charles Ltd's procedures. If we wish to pass your sensitive personal data onto a third party we will only do so once we have obtained your consent, unless we are legally required to do otherwise.

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#### How will Harry Charles Ltd use the personal data it collects about me?

Harry Charles Ltd will process (collect, store and use) the information you provide in a manner compatible with the EU's General Data Protection Regulation (GDPR). We will endeavor to keep your information accurate and up to date, and not keep it for longer than is necessary. Harry Charles Ltd is required to retain information in accordance with the law, such as information needed for income tax and audit purposes. How long certain kinds of personal data should be kept may also be governed by specific business-sector requirements and agreed practices. Personal data may be held in addition to these periods depending on individual business needs.

#### Under what circumstances will Harry Charles Ltd contact me?

Our aim is not to be intrusive, and we undertake not to ask irrelevant or unnecessary questions. Moreover, the information you provide will be subject to rigorous measures and procedures to minimise the risk of unauthorised access or disclosure.

#### Can I find out the personal data that the organisation holds about me?

Harry Charles Ltd at your request, can confirm what information we hold about you and how it is processed. If Harry Charles Ltd does hold personal data about you, you can request the following information:

Identity and the contact details of the person or organisation that has determined how and why to process your data. In some cases, this will be a representative in the EU.

Contact details of the data protection officer, where applicable.

The purpose of the processing as well as the legal basis for processing.

If the processing is based on the legitimate interests of Harry Charles Ltd or a third party, information about those interests.

The categories of personal data collected, stored and processed.

Recipient(s) or categories of recipients that the data is/will be disclosed to.

If we intend to transfer the personal data to a third country or international organisation, information about how we ensure this is done securely. The EU has approved sending personal data to some countries because they meet a minimum standard of data protection. In other cases, we will ensure there are specific measures in place to secure your information.

How long the data will be stored?

Details of your rights to correct, erase, restrict or object to such processing.

Information about your right to withdraw consent at any time.

How to lodge a complaint with the supervisory authority.

Whether the provision of personal data

**We keep this Policy under regular review, the last review was on 19/04/2025. This Privacy Policy was last updated on 01/09/2024**