

## Our Privacy Notice

### **1. Background**

Dowse of Richmond Ltd ensure that any personal information you provide to us will be used in accordance with Data Protection Act 1998.

This privacy notice lets you know what happens to any personal data that you disclose to us, or any that we may collect from you when making an enquiry. It applies to all products and services, and instances where we collect your personal data.

This privacy notice applies to personal information processed by or on behalf of Dowse of Richmond Ltd. Our aim is to respect your privacy and comply with the Data Protection Act 1998 and the forthcoming GDPR (General Data Protection Regulation).

#### **Changes to this privacy notice**

We may change this privacy notice from time to time by updating this page in order to reflect changes in the law and/or our privacy practices. We encourage you to check this privacy notice for changes whenever you visit our website

### **2. What kinds of personal information about you do we collect?**

Personal information that we'll process in connection with all of our products and services, if relevant, includes:

- **Personal and contact details**, such as title, full name, contact details and forthcoming addresses.
- **Products and services** you have been interested in and the associated payment methods used.
- **Information about your property**, such as location, value, number of rooms and property type.

### **3. What is the source of your personal information?**

We'll collect personal information from the following general sources:

- From you directly or any information from family members.
- Information generated about you when you use our products and services

### **4. What do we use your personal data for?**

We use your personal data, including any of the personal data listed in section 1 above, for the following purposes:

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- Assessing an application for a product or service, including considering whether or not to offer you the product or service, the price, availability of payment method and the terms.
- Verification of your identity where required.
- Updating your records.
- Managing any aspect of the product or service offered.
- For management and auditing of our business operations including accounting
- To monitor and to keep records of our communications with you and our staff
- For analysis and developing statistics
- To provide personalised content and services to you, such as tailoring our products and services.
- To comply with legal and regulatory obligations, requirements and guidance.
- To protect our staff and safeguard your possessions.

## **5. What are the legal grounds for our processing of your personal information (including Disclosing & Sharing information)?**

We rely on the following legal bases to use your personal data:

1. **Where it is required to provide you with our products or services**, such as:

- a) Assessing an application for a product or service you hold with us, including consider whether or not to offer you the product, the price, the payment methods available and the conditions to attach
- b) Managing products and services you hold with us, or an application for one
- c) Updating your records, tracing your whereabouts to contact you about your account and doing this for recovering debt (where appropriate)
- d) Product and/or service, particular payment method and the price or terms of this

2. **Where it is in our legitimate interests to do so**, such as:

- a) Managing or updating your records, tracing your whereabouts to contact you about your account and doing this for recovering debt (where appropriate)
- b) For management and audit of our business operations including accounting
- c) To carry out monitoring and to keep records of our communications with you and our staff
- d) For analysis and developing statistics

3. **To comply with our legal obligations**

We use reputable agents (data processors) to fulfil services on our behalf eg: payment service providers & account service providers.

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## **6. How and when can you withdraw your consent?**

Where we're relying upon your consent to process personal data, you can withdraw this at any time by contacting us using the details below.

## **7. Is your personal information transferred outside the UK or the EEA?**

We're based in the UK so your personal information will not be transferred outside the European Economic Area.

## **8. Do you have to provide your personal information to us?**

We're unable to provide you with our products or services if you do not provide certain information to us. In cases where providing some personal information is optional, we'll make this clear.

## **9. For how long is your personal information retained by us?**

Unless we explain otherwise to you, we'll hold your personal information based on the following criteria:

- For as long as we have reasonable business needs, such as managing our relationship with you and managing our operations
- For as long as we provide goods and/or services to you and then for as long as someone could bring a claim against us; and/or
- Retention periods in line with legal and regulatory requirements or guidance.

## **10. What are your rights under data protection laws?**

Here is a list of the rights that all individuals have under data protection laws. They don't apply in all circumstances.

- The right **to be informed** about the processing of your personal information
- The right to have your personal information **corrected if it is inaccurate** and to have **incomplete personal information completed**
- The right **to object** to processing of your personal information
- The right **to restrict processing** of your personal information
- The right **to have your personal information erased** (the "right to be forgotten")
- The right to **request access** to your personal information and to obtain information about how we process it
- The right to **move, copy or transfer your personal information** ("data portability")

# Dowse of Richmond Ltd

## **Contact Us**

If you have any questions about this privacy notice, you can contact us by going to the **Contact Us** section of our website. Alternatively, you can write to:

**Dowse of Richmond Ltd, 32 Quaker Lane, Richmond, North Yorkshire, DL10 4BB**  
**01748 823393 / 824368.**

**[dowseofrichmond@btconnect.com](mailto:dowseofrichmond@btconnect.com)**