

## **FHI Privacy Policy**

At FHI we respect your privacy, we have created this privacy policy in order to inform you how we safeguard and handle your data.

### **What information may we collect about you?**

We may collect, be provided with, or have access to your personal data during the course of our work. Such data will vary depending on whether you are an applicant, a tenant, a Landlord, a vendor, a seller, etc.

That information may include data such as:

Your name

Your contact details

Your date of birth

Your correspondence address

Your requirements and criteria in any transaction you are considering

Your financial information

Usually we will have received this directly from you. However; we may also receive personal data directly from other sources such as our website, referencing agencies, joint agents and property portals.

### **How will we use this data?**

Our use of such personal data is subject to data protection law and may be used for the following purposes:

Providing you with information or services you have requested.

Carrying out our instructions given by you as detailed on our terms of business, contract and / or tenancy agreement.

Forwarding on to trustworthy third parties for the purpose of carrying out the instructions given to us, compliance with a legal obligation and / or legitimate interest.

Forwarding on to trustworthy third parties for the purposes of referencing and AML (Anti Money Laundering) checks.

Forwarding on to trustworthy third parties for the purposes of out of hours emergency services or any other task outsourced by FHI in order to fully perform our services.

Sending communication you have requested / signed for.

Contacting you for renewals

We may also use it for any other purpose for which you give your consent connected with our work. For example; we will use your information to update our own business records, complete statutory returns, and otherwise comply with our regulatory obligations.

### **How long will the data be held and where will be stored?**

We will retain the data for as long as is necessary to ensure compliance with our Legal responsibilities. This will ordinarily be a minimum of 6 years from the date of our last processing of any data.

During any instruction your data will be mainly stored in our CRM systems and databases, but some data may be stored in paper copy.

The processing of the data will be stopped unless we are able to show that there is a reason that we required to retain the data in order to comply with our legal responsibilities or we have a legitimate interest in continuing to retain, hold and use such data.

### **Will we share information about you with anyone?**

We take your privacy seriously. We will never sell your personal data to anyone, and we take precautions to keep it secure.

It will sometimes be a normal and necessary part of our work to pass on information to third parties. For example:

We may pass on information about you to solicitors to help them proceed with a transaction in which you are involved.

If you are a prospective tenant, we may pass on references about you to the landlord. We may inform utility companies of changes in the occupiers of property. We may pass on information to maintenance and repair contractors, in respect of property where we have responsibilities. We may need to pass on information to those who help collect outstanding accounts. In addition, our practice may be audited or checked by third parties such as our accountants, which may enable them to see some information about you. Such third parties are required to maintain confidentiality in relation to your information.

### **Cookie Policy**

A cookie is a small amount of data, which often includes an anonymous unique identifier that is sent to your browser from a website's computer and stored on your computer's hard drive. Each website can send its own cookie to your browser if your browser's preferences allow it, but (to protect your privacy) your browser only permits a website to access the cookies it has already sent to you, not the cookies sent to you by other sites. Many sites do this whenever a user visits their website in order to track online traffic flows and record information about your online preferences.