



## Privacy Statement

To reassure users that your information is being lawfully and properly collected, stored and used fairly and transparently. Our Data Protection Policy is available on request.

### Personal data that we collect

We collect data to operate effectively to provide the Estate Agency service we run and the service you would expect. You provide most of this data directly when we ask you for information such as your name, home address, contact details and email address, Identification. You are consenting to the use of your personal information, when you initially engage with us to act on your behalf or are enquiring about a property we are selling and wanting to view/obtain further information. We also obtain data from third parties relating to our line of work.

We gather and use this information in line with the Lawful Bases as detailed in the general Data Protection Regulation (GDPR):

- Contractual purposes
- Legal obligation
- Legitimate interests
- Security checks

### How we use the Personal data.

We use the personal data we collect to provide the products that we offer on your behalf. We do not knowingly collect data that is not required. We also use the data to communicate with you e.g. informing you of changes to our service and also if you have asked for a solicitor, mortgage referral or for us to instruct a home report we will pass this information on to the relevant parties on your behalf. We may on occasion use the data to inform you of relevant products or information.

### Reasons we share personal data.

We share your personal data as necessary to progress and complete any transaction that you have engaged us to carry out. We also share data when required by law with other organisations for example for the purpose of fraud protection and crime prevention.

### How to make a request about the information that we hold.

You can make a subject access request at any time in accordance with the Data Protection Act 1998, amended to the GDPR, 25th May 2018. Your subject access request (SAR) can be made by contacting us at DPO, Austin Beck Estate Agents, 194, Dukes Road, Burnside, G73 5AA, 0141 647 5323 or [enquiries@austinbeck.co.uk](mailto:enquiries@austinbeck.co.uk)

### Where and how we store your personal data.

We take all reasonable steps to ensure the security of the personal data that we hold. Data is stored electronically and in hard copy and are password strong protected and stored securely in locked filing cabinets where appropriate. Data is stored in accordance with the relevant timescales for holding such data and is stored on and off site securely.

### How to control how we use your personal data.

Throughout the year we may communicate with you by email to inform you of changes to legislation that may affect you, provide informative articles that may be of use to you with regard to the services that we provide and request feedback on the service you have received. We request your permission to enrol you in this service so you can choose whether you wish to receive these emails and you can unsubscribe at any time.

If you do not wish to receive further information from us then please contact us in writing at Austin Beck Estate Agents, 194, Dukes Road, Burnside, Glasgow G73 5AA, 0141 647 5323, OR [enquiries@austinbeck.co.uk](mailto:enquiries@austinbeck.co.uk)