

Privacy Policy

We take the protection of your personal and company-related data very seriously and work hard to make sure our services are safe for you to use. We are committed to complying with statutory data protection requirements. This data protection policy describes the type of data that we collect from you, how and for what we use it, and how we protect it.

What are your rights?

When reading this notice, it might be helpful to understand that your rights arising under Data Protection Legislation include:

The right to be informed of how your Personal Data is used (through this notice),

The right to access any personal data held about you,

The right to withdraw consent at any time, by emailing enquiries@wilsonwood.co.uk

The right to rectify any inaccurate or incomplete personal data held about you,

The right to erasure where it cannot be justified that the information held satisfies any of the criteria outlined in this policy, or where you have withdrawn consent,

The right to prevent processing for direct marketing purposes, scientific/historical research or in any such way that is likely to cause substantial damage to you or another, including through profile building,

The right to object to processing that results in decisions being made about you by automated processes and prevent those decisions being enacted.

Personal information we collect about you.

We may collect and use the following personal information about you:

Your name and contact information, including email address and telephone number and company details if applicable,

Information to enable us to check and verify your identity, e.g. your date of birth,

Your gender information, if you choose to give this to us,

Your billing information, transaction and payment card information,

Your professional or personal online presence, e.g. LinkedIn profile, if you share it with us,

Your contact history, transaction and instruction history with us,

Your nationality and immigration status and information from related documents, such as your passport or other identification, and immigration information, e.g. if you are a potential tenant applying for a tenancy,

Information to enable us to undertake Anti Money Laundering and Terrorist Financing electronic checks on you,

Information about how you use our website, IT, communication and other systems,

Your responses to surveys, competitions and promotions.

This personal information is required to provide our services to you. If you do not provide personal information we ask for, it may delay or prevent us from providing services to you.

The purposes of processing your personal data.

We use your personal data for the following purposes:

To correspond with you,

To offer our services,

To enter into contract negotiations,

For the performance of any contract with you,

To send out invoices to clients and follow up on payment of these,

To make payments to suppliers,

To maintain our own accounts and records,

To adhere to legal requirements,

To inform individuals of news, events or activities.

How your personal information is collected.

We collect most of this personal information directly from you—in person, by telephone, text or email and/or via our website.

However, we may on rare occasions also collect information from publicly accessible sources, e.g. Companies House or HM

Land Registry. We may also collect information from other publicly accessible sources such as:

Directly from a third party, e.g.:

- sanctions screening providers,
- credit reference agencies,
- customer due diligence providers,

From cookies on our website—for more information on our use of cookies, please see our cookies policy.

How Long will Your Personal Data be Kept?

WilsonWood holds different categories of personal data for different periods of time. Wherever possible, we will endeavour to minimise the amount of personal data that we hold.

If '*consent*' is the basis for our lawful processing of your data, we will retain your data so long as both the purpose for which it was collected, and your consent, are still valid. We review the status of your consent every twelve (12) months and treat non-response to our requests for renewal of consent as if they were your request to withdraw consent. Occasionally, we might identify a legitimate interest in retaining some of your personal data that has been obtained by consent. If we do, we will inform you that we intend to retain it under these conditions and identify the interest specifically.

If we process your data on the basis of '*legitimate interests*', we will retain your data for so long as the purpose for which it is processed remains active. We review the status of our legitimate interests every twelve (12) months and will

update this notice whenever we determine that either a legitimate interest no longer exists or that a new one has been found.

All categories of personal data that are held by us because they are essential for the performance of a contract, will be held for a period of six years, as determined by reference to the Limitations Act 1980, for the purposes of exercising or defending legal claims.

Who we share your personal information with?

We routinely share personal information with:

Third parties we use to help deliver our services to you, e.g. payment service providers, tenants' vetting companies, electronic search providers, maintenance contractors, inventory companies etc.,

Other third parties we use to help us run our business, e.g. website suppliers, case management system providers etc.,

Third parties approved by you, e.g. social media sites you choose to link your account to or third-party payment providers,

Credit reference agencies,

Our banks.

Other companies within our group, to provide you with the same or closely related services.

We only allow our service providers to handle your personal information if we are satisfied, they take appropriate measures to protect your personal information. We also impose contractual obligations on service providers (where possible) to ensure they can only use your personal information to provide services to us and to you.

We may disclose and exchange information with law enforcement agencies and regulatory bodies to comply with our legal and regulatory obligations.

We may also need to share some personal information with other parties, such as potential buyers of some or all of our business or during a re-structuring. The recipient of the information will be bound by confidentiality obligations.

Who can you Complain to?

You have the right to obtain information about the personal or company-related data that we process about you and may request their correction, deletion or restriction of processing. You also have the right of objection and the right to data portability (Which means you have the right to receive the data in a structured, common and machine-readable format).

If you believe that the processing of your personal or company-related data violates the EU General Data Protection Regulation, you have the right to lodge a complaint at the Information Commissioner's Office (<https://ico.org.uk/>) or a supervisory authority of another EU Member State.

All Data is stored and backed up on servers within the UK. Protected by encoded computer and phone systems and lockable filing cabinets where necessary.