

Privacy Policy

Introduction

We know and appreciate that you care about your privacy, therefore we always utilise your information with the highest standards of confidentiality and security.

Purpose of this Privacy Policy

This privacy policy aims to give you information on how 'Ryedales Independent Surveyors and Estate Agents' collects and processes your personal data obtained through our website, emails, and our offices, including data provided directly in a written format.

Controller

The company 'Ryedales Independent Surveyors and Estate Agents' is the controller for your personal data (referred to as 'Ryedales' 'we' 'us' or 'our' in this privacy notice)

Data we may collect about you

Could include the following;

Identity data – Names or similar identifiers, marital status, title, and date of birth.

Contact data – Address of residency, email address, telephone numbers, and fax numbers.

Financial data – Bank account details including sort codes and account numbers, bank and/or building society statements and/or documentation, wage slips including P60's, and mortgage documentation including financial statements.

Transaction data including sales, lettings, and survey – Solicitors details, financial advisors details, Bank or Building Society details, and/or any documentation pertinent to a property transaction and/or survey.

Data Security

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data to the partners of Ryedales and designated employees.

Data Retention

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and

whether we can achieve those purposes through other means, and the applicable legal requirements.

By law we have to keep basic information about our customers (including Contact, Identity, Financial and Transaction Data) for six years after they cease being customers for tax and/or contractual liability purposes. We also keep this basic information about our customers for six years following your most recent transaction, and/or surveying service, to enable us to deal efficiently with any queries that you may have regarding our service provided. After which your data will be permanently removed from our records.

Disclosure of your personal data –

We do not share, give or sell your information to any third party without prior consent.

We want to keep you aware of new properties to purchase and/or rent, and our professional surveying services available, so we would like to send you mail and emails. We will only do so with your permission. If you do not wish to receive such marketing email us at sales@ryedales.com, phone on 01670/737622, or write to Ryedales Independent Surveyors and Estate Agents, Suite 14, Dudley Court, Manor Walks Shopping Centre, Cramlington. NE23 6QW.

Contact details –

If you believe any of the information we have about you is incorrect,

Write to - Ryedales Independent Surveyors and Estate Agents, Suite 14, Dudley Court, Manor Walks Shopping Centre, Cramlington. NE23 6QW.

Email: sales@ryedales.com

Phone – 01670/737622

At your earliest opportunity.

Thank you for taking the time to read our Privacy Policy