

General Data Protection Regulation (GDPR) Transparency Notice

One of the most important aspects of GDPR is the fair and transparent processing of your personal data which as a business we fully support. We believe in being open and honest about how we process your data and have produced this notice in support of your right to be informed about this. Please take time to read this notice so that you may become familiar with how we use your personal data.

The Data Controller

Details of the data controller within the meaning of ARTICLE 28(1) – (3) AND ARTICLE 32 OF THE GENERAL DATA PROTECTION REGULATION is as follows: Conveyancing Direct Ltd, Windmill Road, St Leonards on Sea, East Sussex, TN38 9BY, (ICO Registration Number: Z6624468). Conveyancing Direct Ltd will act as a data controller in respect of the details provided during the purchase, sale or re-mortgage transaction.

How we use your information

Conveyancing Direct Ltd will process your information under any of the following lawful conditions:

Performance of a contract - this is where the collection and processing of your data is necessary for the performance of a contract with you, or in order to take steps at your request prior to entering into a contract

- i. To process your registration
- ii. To provide conveyancing services for the sale, purchase or re-mortgage of your property
- iii. To create and manage your on line account
- iv. To process payment for our services
- v. To provide an Energy Performance Certificate (EPC) through a third party

Legal obligation - this is where the collection and processing of your data is necessary for compliance with a legal obligation, for example verification of identity and fraud prevention

- i. To confirm your identity
- ii. To protect against and prevent fraud, unauthorised transactions, money laundering, tax evasion, claims, other liabilities

Consent - where we process information under consent we will seek your clear and unambiguous consent before processing your data, for example to receive marketing information from other Connells Group companies

- i. To provide, administer and communicate with you about Connells Group products, services, offers, programs and promotions, their issuers, acquirers, retailers and partners

Legitimate interests - some information is processed by Conveyancing Direct Ltd as part of its legitimate interests which include network and information security, opting out of communications, direct marketing, web analytics, updating customer details, sales, and other core services provided

- i. To manage risk exposure and agent or franchise quality, integrity, compliance and security of business processes
- ii. To operate, monitor, evaluate and improve our products, services and websites

Third parties

We will have third parties supporting the delivery of our services throughout your transaction. These may include:

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- i. The vendor or purchaser and their conveyancer in the transaction
- ii. Companies which provide mortgages
- iii. The Freeholder of your leasehold property
- iv. The Managing Agents of your leasehold property
- v. Insurance companies which provide protection policies
- vi. The estate agency involved in the property transaction
- vii. The Council for Licensed Conveyancers
- viii. The Legal Ombudsman

We may talk to you about other products and services we can provide when the time is right.

How long we keep your information for

We will keep your information for as long as is reasonably necessary for the purposes set out in this notice, and to fulfil our legal and regulatory obligations.

For further information about how long we will keep your information, please contact the Connells Group Data Protection Officer by email at DPO@connellsgroup.co.uk

Your statutory rights

You have a number of rights concerning the personal information we use. These include the right to:

- ask us *for access to a copy* of your personal information which we hold about you
- ask us *to correct* your personal information
- ask us *to delete* your personal information

Further details can be found in our Privacy Notice which you can obtain via our website at www.conveyancingdirect.net

For information concerning the collection, use and processing of personal information by any of our third party business partners or suppliers, please contact your Conveyancer in the first instance.