

## **DATA CONFIDENTIALITY**

### **Confidentiality**

Your data is in safe hands with us. We incorporate electronic, physical and managerial procedures to safeguard and secure your information.

### **Non-Disclosure**

Confidentiality is principal to how we do business and we will treat all proprietary information as strictly confidential.

### **Data Security**

Regency Estates are experts in Estate Agency, Lettings and Block Management with a track record in safely and securely delivering enterprise class services via the internet. Our products use the latest in database technology which is always backed up to multiple offsite locations for your added protection. Data is hosted on a UK cloud server, which offers the highest possible level of security. Our secure infrastructure includes encryption, firewalls and access control.

### **Data Protection**

We commit to act responsibly and with the highest integrity with all our clients. Our ethical code of conduct is fully compliant with the Data Protection Act 1998, and any data you disclose to us will be processed in accordance with the Act.

### **Under the Data Protection Act we have also the ICO – Certificate of Regulation**

Lanecape Limited is registered with the Information Commissioner's Office (ICO) **ZA176318**.

For further information on confidentiality or security, please read our privacy policy.

## **PRIVACY POLICY**

### **1. WHAT IS THIS POLICY?**

This is the privacy policy of Lanecape Limited t/a Regency Estates ("we", "us", "our"). We are registered with the Information Commissioner's Office. Our registration number is **ZA176318**. If you need to write to us, our registered office is at 29 Lee Lane, Horwich, Bolton, BL6 7AY.

In order to make use of our services, you will need to give us personal data (by which you or someone else can be identified). We know how important it is to keep this information safe, and want you to be confident that you understand what uses we might make of that data. So we have set it all out in the policy below.

If we make changes to our privacy policy, changes will only to apply to the personal data we collect after posting information about the changes on this page.

### **2. WHAT DO THE DEFINED TERMS MEAN IN THIS POLICY?**

We have defined the meanings of some words which you will see throughout this policy. Anywhere you see these words (with the first letter capitalised) it will have the same meaning as set out below:

**"Data Subject"** means the individual who the Personal Data identifies;

**"DPA"** means the Data Protection Act 1998;

**"Expert Agent Software"** means the software tool used by us for the purpose of capturing, processing data;

**"Regency Estates web site"** means the software tool used by us for the purpose of capturing, processing data;

**"Personal Data"** has the meaning given to it in the DPA;

**"Scheme Materials"** has the meaning given to it in our Terms.

Throughout this policy, any reference to a particular law is a reference to it as it is in force for the time being, taking account of any amendment, extension, application or re-enactment and includes any subordinate legislation for the time being in force made under it; words in the singular include the plural and in the plural include the singular; and references to **"including"** and **"include(s)"** shall be deemed to mean respectively, **"including without limitation"** and **"include(s) without limitation"**.

### 3. WHAT INFORMATION DO WE COLLECT?

We will collect Personal Data:

Personal Data which you provide us with for the purpose of providing you with our services (**"Client Data"**). This may include:

- **NAME AND CONTACT INFORMATION:** your name and contact details;
- **CHECKS:** any results from any checks which we may need to carry out in order to provide you with our services;
- **DEMOGRAPHIC INFORMATION:** about you, such as postcodes;
- **TRANSACTIONAL DATA:** we may retain information about any services you have purchased from us, this may include any financial details you provide us with;

### 4. HOW WILL WE USE THE CLIENT DATA WE COLLECT?

We may use the Client Data for the following purposes:

- **OUR SERVICES:** to provide you with the agreed services. For example, to set up a client account on the Expert Agent software package we use, and enable certain permitted users to access it. We may also use the Client Data for the purpose of improving our services;
- **ADMINISTRATION:** including internal record keeping;
- **DISPUTE RESOLUTION:** to deal with any disputes which might arise between you and us in respect of our services;
- **NOTIFICATIONS:** to notify you of changes to our services using the email address which you have provided;

### 5. HOW WILL WE USE THE CUSTOMER DATA WE COLLECT?

We will only use the Customer Data for the purpose of providing you with our services.

## **6. WILL THE PERSONAL DATA COLLECTED BE DISCLOSED TO ANYONE ELSE?**

We may disclose Personal Data to third parties for the following purposes:

- **To our employees and third parties who are contracted to assist us to provide our services.** Any such employees and/or data processors contracted by us will be subject to strict contractual requirements only to use your personal data in accordance with our privacy policy;
- **If we sell or buy any business or assets.** We will never sell Personal Data as a sole asset;
- **If we are under a duty to disclose or share Personal Data in order to comply with any legal obligation, or in order to enforce or apply our terms of use and other agreements or to protect the operation of our website, or the rights, property, or safety of us, our customers, or others.** This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

## **7. WHAT SECURITY PROCEDURES DO WE HAVE IN PLACE?**

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

Any Customer Data we upload onto the Expert Agent Software is held on a cloud server in the EEA. Our secure infrastructure includes encryption, firewalls and access control.

Any Customer Data we retain on our own NAS drive protection including encryption, firewalls and access control. It is backed up on a cloud server in the EEA.

## **8. WHERE DO WE STORE THE PERSONAL DATA WE COLLECT?**

Any data which you provide using the Regency Estates website or directly to Regency Estates is held on a cloud server in the EEA. Any data stored locally is kept on an encrypted hard drive, securely protected from theft using encryption, firewalls, and access controls. Unless you request us to, or it is strictly required in order to provide our services to you, we will not transfer any such data outside the EEA.

## **9. WHAT RIGHTS DO YOU HAVE IN RESPECT OF ANY PERSONAL DATA WE HOLD?**

A Data Subject has the right to access the information which we hold about them. The Data Subject's right of access can be exercised in accordance with the DPA, and the Data Subject can contact us at our registered address given above. Any access request may be subject to a fee to meet our costs in providing the Data Subject with details of the information we hold about them. We may need to request further information and identification to help us comply with any such request.

A Data Subject also has the right to ensure that we hold correct and up-to-date information. If you believe that any information we hold about you is incorrect or out of date, please contact us at our registered address. We may need to ask you for further information and identification to help us to comply with this request.

10. **DO WE USE COOKIES?**

Regency Estates do not use Cookies within their website.