## Privacy Policy

## (Crane and Evans Estate Agents Ltd, Westbridge Facilities Management Ltd & TC Southport Ltd)

## Introduction

## We recognise our responsibility to treat your personal information with care and to comply with all relevant legislation, in particular the Data Protection Act 2018 and the EU General Data Protection Regulation (GDPR) – the “legislation”.  This notice covers our requirement to provide you with information on how and why we use your personal data and of your rights under the legislation.

**Our Commitment To Your Privacy**

We respect your privacy and your desire to understand how your information will be handled and used. In this Policy we try to explain how we collect, use and store your information. Using your information in a way that you are comfortable with and keeping your information secure is a high priority in our service to our clients.

References in this statement to “we” “us” refer to our group of Companies stated above trading as Ian Crane Estate Agents, Westbridge Facilities Management (WFM), IDC Residential, IDC Lettings and Antony Hill Group. Registered office 21 Westway, Maghull Liverpool L31 2PQ.

**What Information Do We Collect And How Do We Handle It?**

You provide us with your contact information directly when you make contact with us whether by phone, email or by calling to our office. In addition our management Companies hold financial data on secure software and financial information in secure areas within our offices.

**Managing Your Marketing Preferences**

We may contact you by email, text, telephone, mail or other agreed means to keep you up to date about our products and services.  The legislation allows us to do this in our own commercial interests for certain communications with previous customers. In other circumstances we can only do so with your explicit consent. In all cases you can opt out from receiving such communications at any time.

To ensure that you are still happy to hear from us, as a non retained client, if you have not updated your marketing preferences in the last year, please contact us to update your preferences or you can opt-out of receiving marketing communications at any time:

**Sharing of your information**

We may share your data with third parties related only to your business connection with our Company ie solicitors or financial advisors during a house selling/buying process, Solicitors, contractors or insurance brokers during a property management or maintenance matter and Solicitors, insurance brokers or Company Directors when dealing with Leasehold Property Management matters.

We reserve the right to share data to conform to legal requirements or comply with legal process, to assist in the investigation of suspected illegal or wrongful activity.

**How Can You Manage The Information We Hold About You?**

As part of our commitment to customer service, where you have provided your consent, we endeavour to send only relevant information to your particular enquiry. You have always been able to opt-out of these communications but now it is easier than ever to manage your preferences:

Contact our Customer Services Department on 0151 527 2700 or email us at [sales@iancrane.com](mailto:sales@iancrane.com)

You can also unsubscribe from individual email marketing communications via the “Unsubscribe” link at the bottom of each of our email marketing communications.

It can take up to four weeks for your preferences to be registered on our system, so you may still receive communications from us during this period.

Should you wish to know more about what information we hold about you including making changes to, or requesting the deletion of, information that we hold about you, you are also entitled by law to make a Data Subject Request. You can make such a request by emailing us as above, quoting “Data Subject Request”. Please note that we may need to exclude certain information as part of your request, e.g. in order to protect the privacy of other individuals or if we are permitted to exclude the information for legal or other reasons.

### How Long Will We Keep Your Information?

Your data will not be retained for longer than is necessary and will be managed in accordance with our data retention policy. In most cases the period will be for a maximum of 7 years (when a property has been purchased/sold or let) unless we are required to retain the data for a longer period due to business, legal or regulatory requirements.

**Your Rights**

You have the following rights in relation to our processing of your personal data:-

1. The right to be informed about how we use your personal data (This Privacy Notice)
2. The right to see a copy of the personal information we hold about you.
3. The right to have personal information rectified if inaccurate or incomplete.
4. The right to erase your personal information where there is no compelling reason for its continued processing or retention
5. The right to data portability which, subject to certain conditions, allows you to obtain and reuse your personal data across different services.
6. The right to object to certain processing including for the purposes of direct marketing.

**Contact us/Complaints**

If you have a complaint or query about how we hold or use your personal information please contact us at the address below. You also have the right to lodge a complaint with the Information Commissioner’s office at any time.

For further information please contact The Data Protection Manager, Ian Crane Estate Agents 21 Westway, Maghull Liverpool L31 2PQ, at email address sales@iancrane.com or  telephone number 0151 527 2700

##### **How Will I Know If This Privacy Policy Changes?**

Any future changes to our Privacy Policy will be updated online at [www.iancrane.com](http://www.iancrane.com) and [www.westbridgefm.com](http://www.westbridgefm.com).

Our Privacy Policy was last updated in May 2018.