

## Privacy Policy

### Company Information:

Trent Estate Agents Limited (Ltd)

Registered Address: 16 The Triangle, NG2 Business Park, Nottingham NG2 1AE

Company Number: 15095323

VAT Number: 447 5995 36

Email: [info@trentestateagents.co.uk](mailto:info@trentestateagents.co.uk)

Tel: 0333 3444 035

### Introduction:

At Trent Estate Agents Limited (Ltd), trading as Trent Estate Agents, we are committed to safeguarding your privacy and personal data. This Privacy Policy outlines how we collect, use, and protect your data. All data handling is carried out in accordance with the UK Data Protection Act 2018 and the General Data Protection Regulation (EU) 2016/679 ("Data Protection Legislation").

### Your Rights:

Under Data Protection Legislation, your rights include:

- The right to be informed about how your Personal Data is used.
- The right to access any personal data held about you.
- The right to withdraw consent at any time by emailing us at [info@trentestateagents.co.uk](mailto:info@trentestateagents.co.uk).
- The right to rectify any inaccurate or incomplete personal data.
- The right to erasure when it cannot be justified that the information held satisfies the criteria outlined in this policy or when you have withdrawn consent.
- The right to prevent processing for direct marketing, scientific/historical research, or any way 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 from being enacted.

#### Accessing Your Data:

You can exercise your right to access personal data held about you by contacting us at [info@trentestateagents.co.uk](mailto:info@trentestateagents.co.uk) with the subject line: "Subject Access Request." Please include a photocopy of your driver's license or passport for identity confirmation. This service is free, and we'll respond within 30 days, unless your request is deemed excessive or unfounded. In such cases, we'll inform you of administration costs or delays.

#### Data Controller:

If we have collected your personal data directly for our own purposes, we

are the Data Controller.

#### Lawful Bases for Processing:

Under Data Protection Legislation, there must be a lawful basis for processing personal data. These bases include 'consent,' 'performance of a contract,' 'compliance with a legal obligation,' 'protection of vital interests,' 'public interest/official authority,' and 'legitimate interests.'

#### Our 'Legitimate Interests':

To determine our legitimate interests in processing your data, we assess the benefits to us against the risks and benefits for you. You have the right to object to our processing.

#### Data We Collect:

We collect various types of personal data, such as Identity Data, Contact Data, Financial Data, Transaction Data, Technical Data, Profile Data, Usage Data, and Marketing and Communications Data.

We do not collect Special Categories of Personal Data or information about criminal convictions and offenses.

#### Refusing to Provide Data:

We require certain data for the performance of our contracts. Refusal to provide requested personal data may prevent us from providing our services.

#### How Long We Keep Your Data:

We hold different categories of personal data for different periods. We minimize data and storage time wherever possible.

- Identity, Contact, and Transaction Data: Indefinitely (subject to your rights).
- Data Processed on the Basis of Legitimate Interests: Period of active processing.
- Data Essential for Contract Performance: Six years, as determined by reference to the Limitations Act 1980.

#### Sharing Your Data:

We may share your data with third parties as outlined in the section 'Third Party Interests' below.

#### Transferring Data Outside the EU:

We use overseas web and IT providers. Details of data transfer and safeguards are provided in the section 'Third Party Processors.'

## Complaints:

You can send complaints directly to [info@trentestateagents.co.uk](mailto:info@trentestateagents.co.uk). You can also file complaints with the Information Commissioner's Office, our supervisory authority, through [ico.org.uk](http://ico.org.uk) if you believe we have failed to comply with data protection legislation.

Thank you for trusting Trent Estate Agents with your data. We prioritize your privacy and security.