

Data Protection

We are registered with the Information Commissioner's Office and will store information that you provide on our computer systems. You have the right, under The General Data Protection Regulation (GDPR) to request details of personal information held about you. If we are required by law to disclose this information, then we shall do so but will notify you in writing.

Privacy Policy

1. Your personal data – what is it?

Personal data relates to a living individual who can be identified from that data. Identification can be by the information alone or in conjunction with any other information in the data controllers' possession or likely to come into such possession. The processing of personal data is governed by the General Data Protection Regulation (the "GDPR").

2. Who are we?

Bomford and Coffey Limited and we provide a range of professional property related services from our offices at 14 & 16 Broad Street, Pershore, Worcs. WR10 1AY

Our Data Controllers, acting on behalf of Bomford and Coffey Limited, Company Number 07368581 decide how your personal data is processed and for what purposes.

3. How do we process your personal data?

Bomford and Coffey Limited complies with its obligations under the GDPR by keeping personal data up to date; by storing and destroying it securely; by not collecting or retaining excessive amounts of data; by protecting personal data from loss, misuse, unauthorised access and disclosure and by ensuring that appropriate practical and technical measures are in place to protect personal data.

We use your personal data for the following purposes: –

- To enable us to provide property related services and client professional services to the general public from our offices.
- To administer and process customers' personal details, information and records.
- To manage our employees.
- To maintain our financial accounts and company records, including returns to HMRC.
- To make all returns and reports as required by law, including HMRC.
- To inform you of news, events, activities and other services offered by us.
- To share your details with third party service providers for the purpose of carrying out our clients' property related services and professional services.

Landlord and tenant details are also passed to each other, as necessary, in order to perform the obligations of a tenancy agreement between the parties.

4. What is the legal basis for processing your personal data?

Processing is necessary to comply with the law and to comply with our contractual obligations to clients and employees. Processing is carried out for business purposes and disclosure is limited to those third parties you have consented to. If we are required by law to disclose information, then we shall do so and advise you in writing. We may also contact property owners, who are not currently clients of Bomford and Coffey Limited, on the basis of a legitimate interest in offering our property related services to them; providing fair opportunity to opt out of communications and have their data removed from our systems.

5. Sharing your personal data

Personal data will be treated as strictly confidential and will only be shared with other parties as described in 3 above. We will only share your data with third parties with your consent. If we are required by law to disclose information, then we shall do so and advise you in writing.

6. How long do we keep your personal data?

We keep data and records of client professional services for up to 15 years after the calendar year to which they relate. Estate agency and lettings property files are retained for a period of up to 7 years after the calendar year to which they relate, for insurance purposes.

7. Your rights and your personal data

Unless subject to an exemption under the GDPR, you have the following rights with respect to your personal data: –

- The right to request a copy of your personal data which the Bomford and Coffey Limited hold about you.
- The right to request that Bomford and Coffey Limited corrects any personal data if it is found to be inaccurate or out of date.
- The right to request your personal data is erased where it is no longer necessary for Bomford and Coffey Limited to retain such data.
- The right to withdraw your consent to the processing at any time.
- The right to request that the data controller provide the data subject with his/her personal data and where possible, to transmit that data directly to another data controller, where applicable. [Only applies where the processing is based on consent or is necessary for the performance of a contract with the data subject and in either case the data controller processes the data by automated means].
- The right, where there is a dispute in relation to the accuracy or processing of your personal data, to request a restriction is placed on further processing.
- The right to object to the processing of personal data, (where applicable) [Only applies where processing is based on legitimate interests (or the performance of a task in the public interest/exercise of official authority); direct marketing and processing for the purposes of scientific/historical research and statistics]
- The right to lodge a complaint with the Information Commissioners Office.

8. Further processing

If we wish to use your personal data for a new purpose, not covered by this Data Protection Notice, then we will provide you with a new notice explaining this new use prior to commencing the processing. Where and whenever necessary, we will seek your prior consent to the new processing.

9. Contact Details

To exercise all relevant rights, queries or complaints, please in the first instance contact

James Bomford, Director of Bomford and Coffey Limited
at james@bomfordandcoffey.co.uk or 01386 555368.

You can contact the Information Commissioners Office on 0303 123 1113 or via
email <https://ico.org.uk/global/contact-us/email/> or at the Information Commissioner's Office,
Wycliffe House, Water Lane, Wilmslow, Cheshire. SK9 5AF.

Links

There are links contained within this site to other websites. However, Bomford and Coffey Limited are not responsible in any way for the contents of, or losses as a result of the use of these links and websites.