

JRBT Commercial Property Privacy Notice – GDPR 2018 Compliant

Introduction

On May 25th 2018 data regulations changed. When you share your personal data with us, we treat it with care and take our responsibility to protect it seriously. That's why we've just updated our privacy notice to better communicate how we handle your personal data.

We've made changes so that it's:

- clear, easy to read and simple to understand
- open about how we collect, store, use and secure personal data
- in line with Europe's new General Data Protection Regulation (GDPR).

Your personal data.

Personal data is information that relates to an individual who can be identified from that data and can include name, address, email, phone numbers, IP address, browsing data

JRBT Limited trading as JRBT Commercial Property are the data controllers for this information, which means we decide how your personal data is processed and for what purposes.

This privacy policy tells you what to expect when JRBT Commercial Property collects personal information.

Getting in touch

If you have any questions or comments, or if you want to update, delete or change any Personal Information we hold, or you are concerned about the way in which we have handled any privacy matter please use the contact information below:

JRBT Commercial Property
Attn: Privacy Officer
10 Suffolk House
263 Banbury Road
Summertown
Oxford
OX2 8AA
sally-ann@jrbtcommercialproperty.co.uk

The Personal Information we collect

Information provided directly to us:

During the course of our legitimate business with you, or following a request for property information, or by sending us an email or communicating with us in any way, including via our telephone answering company and by using our website, you are voluntarily giving us information that we collect. That information may include your name, postal address, email address, IP address or phone number. By giving us this information, you consent to this information being collected, used, disclosed, and stored by us, as described in this Privacy Notice.

Information we collect automatically:

When you browse our website, we may collect information about your visit and your web browsing. That information may include your IP address, your operating system, your browser ID, your browsing activity, and other information about how you interacted with our website. We may collect this information as a part of log files as well as through the use of cookies or other tracking technologies.

Information we get from third parties:

The majority of information we collect, we collect directly from you. Sometimes we might collect personal data about you from other sources, such as publicly available materials like a company website.

Securely processing your data

JRBT Commercial Property complies with its obligations under the Data Protection Act/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 technical measures are in place to protect personal data.

We use your personal data to provide you with any services you've requested, and to manage our relationship with you.

Where we collect personal data, we'll only process it:

- where we have Legitimate Interests to process the personal data and they are not overridden by your rights, or
- in accordance with a legal obligation

Purpose of processing your information

Fulfilment of our business services on behalf of clients, according to RICS Codes of Practice

To manage our relationship with clients/suppliers/third parties in the course of our business and according to the RICS Codes of Practice

To comply with any legal or regulatory obligation

To provide you with information that you have requested from us

To protect our rights, property or safety or those of our clients, employees or other third parties

Legal basis for processing

Legitimate Interests to process personal data that are not overridden by an individual's rights

Legitimate Interests to process personal data that are not overridden by an individual's rights

This processing is necessary for compliance with law

Legitimate Interests to process personal data that are not overridden by an individual's rights

Depending on the circumstances, the processing is carried out for our legitimate business purposes, compliance with law, or in connection with legal proceedings (i.e. the establishment, exercise or defence of legal claims)

If we don't collect your personal data, we would be unable to carry out our business services on your behalf.

Sharing your personal information

We will never share your personal information with any third parties for marketing purposes.

In connection with the uses described above, we may share your information with certain third parties, including:

- Other property professionals who may be involved in the fulfilment of our legitimate business according to RICS Codes of Practice; including lawyers, accountants, chartered surveyors and building surveyors
- Regulators, law enforcement bodies, government agencies, courts or other third parties where we think it's necessary to comply with applicable laws or regulations, or to exercise, establish or defend our legal rights. Where possible and appropriate, we will notify you of this type of disclosure
- An actual or potential buyer (and its agents and advisers) in connection with an actual or proposed purchase, merger or acquisition of any part of our business

Links to other websites

This privacy policy does not cover the links within this site linking to other websites. We encourage you to read the privacy statement on the other websites you visit.

Use of children's data

We do not knowingly collect or store any personal information about children under the age of 16 and we do not offer any of our products or services directly to children.

Retaining your personal information

We will keep your personal information for as long as required given the purposes for which we collected and use that information. We may also retain and use your information in order to comply with our legal obligations, resolve disputes, and enforce our Agreements.

If we collected your Personal Information on a Legitimate Interests basis in order to perform a service or for the performance of a contract, we keep your Personal Information for 4 years from the date of the last service you requested.

If we collected your personal Information on a Legitimate Interest basis as a response to your request for us to perform a service and that service was no longer required we keep your information for no longer than 6 months from collection.

If we collected your Personal information in the process of recruitment, we keep successful applicants' Personal Information for 4 years from the date of their termination or resignation. We keep unsuccessful applicants' Personal Information for 6 months from receipt.

Securing your Personal Information

We take reasonable and appropriate measures to protect Personal Information from loss, misuse and unauthorised access, disclosure, alteration and destruction, taking into account the risks involved in the processing and the nature of the Personal Information.

Accessing, altering or deleting your Personal Information

We will give an individual access to any Personal Information we hold about them within 30 days of any request for that information. You are entitled:

- to request access to your data
- to correct or update your data

Individuals may make any of the above requests regarding the information we hold about them by contacting sally-ann@jrbtcommercialproperty.co.uk There is no charge for an individual to access or update their Personal Information. As we are processing your Personal Information on a Legitimate Interest basis it may not be possible to request to delete or move your information. Each case would be considered individually.

Making a complaint

To make all relevant requests and complaints, please in the first instance contact the Privacy Officer:

JRBT Commercial Property
Attn: Privacy Officer
10 Suffolk House
263 Banbury Road
Summertown
Oxford
OX2 8AA
sally-ann@jrbtcommercialproperty.co.uk

You are entitled to make a complaint to the Information Commissioner's Office:
on 0303 123 1113 or via email <https://ico.org.uk/global/contact-us/email/> or at their address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF

Updates

We will post any updates to this notice on our website. The updated notice will take effect as soon as it is posted on our website. This policy was last updated on 23 May 2018.