

Garner Wood Privacy Policy, Data Protection Notice, and Website Terms of Use

All references to Garner Wood within this website refer to Garner Wood Limited unless otherwise stated. The use of the pronoun “We” refers to Garner Wood, which is a trading name of Garner Wood Limited (Reg No: 03121780).

The protection of your personal data is important to Garner Wood, and we recognise that when you choose to provide Garner Wood with information about yourself, you trust us to act responsibly with the data.

This following Privacy Policy includes our data protection notice explaining how we collect, share and use personal information and how you can exercise your privacy rights.

Garner Wood provides this website for your information and use, subject to the terms set out below. By accessing this website, you agree to accept these terms.

What personal data do we collect and use

Depending on your relationship with Garner Wood, the information we collect will assist during the service we are providing or enable us to process an activity, such as sending your property details, undertaking a reference check if you are taking on the role of tenant.

Therefore, broadly speaking, various types of data may include (but this is not a definitive list):

- Identification information (e.g. name, Photographic ID, Place and Date of Birth, correspondence address evidence).
- Contact information (e.g. Postal address, e-mail and phone numbers).
- Family situation (e.g. number of children, marital status)
- Economic, Financial and Tax information (e.g. Wage slips, bank statements)
- Education and Employment Information (e.g. Employer’s name, Educational certificates).
- Data from third parties (e.g. Landlord references, credit agencies, accountants)

How we use your personal information

Garner Wood is committed to meeting all Data Protection obligations and ensuring the protection and security of all personal information. We have guidelines and procedures in place to ensure the safeguarding of your personal information.

Garner Wood complies with the General Data Protection Regulation (EU) 2016/679 (GDPR) and is registered as a ‘Data Controller’ with the Information Commissioner’s Office (Reg. No. Z8662867). We ensure that your personal data is processed fairly, kept safe and secure and retained for no longer than is necessary.

In order for Garner Wood to be able to deliver a service, personal information will be required, and we will hold this information until the purpose is met, or if governed by other legal statutes and regulations, for the prescribed limitation and time periods.

The use of your personal information may fall under following purposes:

- Sending you property details that you have requested, or we believe to be of interest due to a previous enquiry.
- For property regulations and due diligence purposes, in accordance with applicable law, anti-money laundering regulations.
- To provide you / your organisation with information or products or services that you have requested and deal with invoicing and payment.
- To fulfil our legitimate interest such a proof of transaction, fraud prevention.
- To enable an on-going business relationship, landlord and/or tenant relationship.

In order to register and receive or use many of our services, you will be required to submit some personal information. We will hold this information for as long as it is needed for the service you have requested (property particulars, newsletters, or other services we believe will be of interest to you) and remove it when that purpose has been met, or you no longer wish to continue to receive the service and choose to “opt out” by emailing property@garnerwood.co.uk with the subject “Opt-Out Data Privacy”.

Who do we share your personal information with?

Garner Wood do not sell, trade, or rent any personal information to other organisations or third parties for sales or any other commercial purposes without your prior explicit consent.

Generally, except as stated within this privacy policy, we will not provide your information to third parties.

Garner Wood may from time to time use third parties to fulfil the aforementioned services, and in those cases, we may disclose your information to:

- Service providers such as an EPC assessor, Solicitors, Contractors.
- Independent agents, intermediaries, or brokers, with which we have a regular business relationship.
- The Landlord, or their representatives or advisers.
- Vendor or Purchaser (or prospective purchaser) where we are the agent.
- Local Authorities / government bodies

You may decide you do not wish your personal information to be collected or shared, or may set conditions on our use of it. In such cases we may not be able to provide the service you require, or may only be able to provide it in a limited way. There are occasions where we have a statutory obligation to collect or use personal information.

We reserve the right to monitor and record electronic communications (website, email and telephone conversations) for the purposes of keeping records, staff training, market analysis and security. We will inform you if your call is being recorded or monitored.

Garner Wood use CCTV for the detection and prevention of crime at some managed properties and our own offices.

Where personal information is collected from and stored electronically all such information is held on secure servers within the United Kingdom. Should any data be stored outside of the UK we will ensure that the third party provider signs an agreement which complies with obligations equivalent to those of the GDPR.

We reserve the right to change, modify and update our privacy policy from time to time, and any altered version published on our website (<http://www.garnerwood.co.uk>) will take precedence over all earlier versions.

Legitimate Interests

Under the GDPR there are a number of legal basis under which Garner Wood can process personal information.

One of the lawful reasons is called 'Legitimate Interests'. Broadly speaking Legitimate Interests means that Garner Wood can process personal information if we have a genuine and legitimate reason and we are not harming interests, rights and freedoms.

This condition is necessity based, and as such Garner Wood will not use your personal data for activities where our interests are overridden by the impact on an individual, unless we have consent or are otherwise required or permitted to retain data by law.

Email and Communications

We may contact you by email, post or via the telephone.

Emails that we send to you or you send to us may be retained as a record of contact and your email address stored for future use in accordance with our record retention schedule, which is reviewed periodically. If we need to email

sensitive or confidential information to you, we may perform checks to verify the correct email address and may take additional security measures. If providing us such information we recommend doing so in person at one of our offices.

Website and Cookies

Garner Wood does not adopt or endorse the views of third party websites linked to, or from, www.garnerwood.co.uk. Where this website contains links to third party websites we are not responsible for the privacy policies or content of such websites. Garner Wood takes no responsibility for the content, language use or beliefs of third party web sites that may be linked to or downloadable from the Garner Wood website or any other associated website

Cookies are small text files which are stored by your browser on your computer's hard drive. Garner Wood uses cookies on their site as this allows visitors to navigate it more easily. Web browsers may be configured to alert users when they receive cookies and/or refuse to accept them. Using our website confirms your acceptance of our cookies.

Security

We are committed to securing your information. In order to prevent unauthorised access to your data, we have taken reasonable physical, electronic and operational procedures to safeguard and secure the information we hold. If your data is subject to any kind of external breach we promise to notify you within 72 hours.

Please note that data transferred over the internet is inherently insecure, as such we are unable to guarantee your security when data is sent over the internet.

How long do we keep your personal data?

We will retain your personal data for the longer of the period required in order to comply with applicable laws and regulations or another period with regard to our operational requirements, such as proper account maintenance, facilitating client relationship management, and responding to legal claims or regulatory requests. For instance, most of client's information is kept for the duration of the contractual relationship and 12 years after the end of the contractual relationship. For prospects, information is kept 3 years, which can be changed without notice from time to time.

Your rights

You may request that Garner Wood amends or stops processing your personal data in relation to any service by emailing property@garnerwood.co.uk with the subject "Opt-Out Data Privacy". This may delay or prevent us delivering a service to you. We will seek to comply with your request but may be required to hold or process information to comply with our legal duties.

You have the right to request access to, and a copy of, any information we hold about you free of charge. Please note that an administrative fee (presently fixed at £50.00) will be charged where the request is; manifestly unfounded or excessive, particularly if it is repetitive; or is for further copies of the same information, that has previously been provided. We will endeavour to respond within 28 days of the request.

If you have a complaint about why your information has been collected, how it has been used or how long we have kept it for, please email us at clive.garner@garnerwood.co.uk, or write to us at:

Garner Wood Limited
Atlantic House
114 Kingston Crescent
Portsmouth
PO2 8AL

Terms of use

In no event will Garner Wood or the operators of this web site be liable for any damages, including without limitation special or consequential damages that arise out of, or relate to, the use of, or inability to use the Garner Wood web site, even if Garner Wood has been advised of the possibility of such damages.

Information provided on the Garner Wood website is provided as is, with no warranty as to accuracy or content.

Any disputes arising out of, or related to, the use of the Garner Wood website will be governed by British Law without reference to choice of law principles.

Unless where expressly prohibited on this website, you are permitted to view, copy, print and distribute publications and documents from within this website (such as property details, press releases etc); subject to your agreement that:

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3. You will not copy or distribute graphics separate from their accompanying text and you will not quote materials out of their context
4. You will display the appropriate copyright notice and other proprietary notices on every copy you make
5. You agree that Garner Wood, may revoke this permission at any time and you shall immediately stop your activities related to this permission upon notice from Garner Wood or its representatives.

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This policy is effective from 24 May 2018