

Vine Estates (UK) Ltd Privacy Policy

Our contact details

Name: Vine Estates

Address: Heathside, Uxbridge Road, Hillingdon, London, UB10 0NX.

Phone Number: 020 3744 1177

E-mail: info@vineestates.com

The type of personal information we collect

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name and contact details)
- Email address
- Postal address
- Telephone and/or fax number
- Payment information (such as credit and debit card) and bank account details
- Telephone number and recordings when you call our telephone lines
- Bank statements, payslips, passport, drivers licence, ID card, utility bills, employment details, previous landlord details, character referee details and any other documents deemed relevant when buying, selling, letting or renting a property for example: for the purposes of right to rent checks and anti money laundering.
- Utility providers
- Online identifiers, such as IP address & cookie identifiers
- Location data

How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- To match your requirements with suitable properties; (Consent & legitimate interest)
- So we can organise viewings for properties; (Consent & legitimate interest)
- To detect, investigate and report financial crime; (Consent & legitimate interest)
- To conduct reference checks for properties you may buy/rent/sell/let through us; (Consent & legitimate interest)
- To setup utilities and council tax accounts in your name for properties you may buy/rent/sell/let through us; (Consent & legitimate interest)
- To notify you of the sales and lettings process; (Consent & legitimate interest)
- So we can ensure correct marketing communications are sent to you, to inform you of special offers, promotions, new lines, new properties, and sales. Providing you with online advertising; (Consent & legitimate interest)
- To contact you to undertake customer satisfaction surveys, invite you to provide reviews and for market research; (Consent & legitimate interest)
- Maintaining network and data security; (Legitimate interest)
- To provide a better service; (Legitimate interest)

We also receive personal information indirectly, from the following sources in the following scenarios:

- Credit referencing agencies
- Employers
- Previous landlords
- Friends/character referees
- Other sources

We use the information that you have given us in order to match you with suitable properties, organise viewings, conduct our business improve our service.

We may share this information with clients, landlords, tenants, homeowners, buyers, referencing companies, credit referencing agencies, the courts, the police, emergency services, bailiffs, utility providers, local authorities and anybody that we deem may have a legitimate interest.

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

- (a) Your consent. You are able to remove your consent at any time. You can do this by sending an email to info@vineestates.com or writing to us at;**

Vine Estates, Heathside, Uxbridge Road, Hillingdon, London, UB10 0NX.

Please note that by deleting your personal data from software that Vine Estates uses, it may hinder the best possible experience that Vine Estates endeavors to give all of its customers.

- (b) We have a contractual obligation.**
- (c) We have a legal obligation.**
- (d) We have a vital interest.**
- (e) We need it to perform a public task.**
- (f) We have a legitimate interest.**

How we store your personal information

Your information is securely stored at our offices in locked filing rooms, accessible by staff only, on our services and office computers which are encrypted and password protected via Apple authentication and further software authentication.

Some data is on Google drive, Microsoft Onedrive and backup drives, all of which fully comply with GDPR rules and are protected with encryption and 2 step verification.

We also hold information via third parties through Vebra, Alto, ExpertAgent, Letref, Homelet and other cloud servers and to the best of Vine Estates knowledge, these organisations have in depth privacy policies and are fully GDPR compliant.

Vine Estates is committed to protecting the security of your personal information. However, while we take reasonable precautions to guard the personal information we collect, no security system is impenetrable.

While no service is completely secure, Vine Estates will always take precautionary measures to help prevent information about you from loss, theft, misuse and unauthorised access, disclosure, alteration and destruction.

We keep personal data for as long as necessary to provide services, support and to fulfil transactions you have requested, or for other essential purposes such as complying with our legal obligations and resolving disputes and enforcing our agreements.

Your data protection rights

Under data protection law, in certain situations, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

Please contact us by email at info@vineestates.com, calling 020 3744 1177 or writing to us at Vine Estates, Heathside, Uxbridge Road, Hillingdon, London, UB10 0NX if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us by emailing info@vineestates.com, calling 020 3744 1177, or writing to us at Vine Estates, Heathside, Uxbridge Road, Hillingdon, London, UB10 0NX.

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

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

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>