



## ELITE CONVEYANCING

EXCELLENTIAM IN MINISTERIUM PARTUS

### PRIVACY NOTICE

#### Responsibility for Data Protection

In accordance with the requirements of the Data Protection Act and the Money Laundering Regulations, we confirm that;

- Elite Conveyancing Limited is the Data Controller.
- Hayley Hellon is the Responsible Manager for Data Protection

#### The type of personal information we collect

We currently collect and process the following information:

Personal identifiers, contacts and characteristics including name, contact details, date of birth, National Insurance Number, occupation, details of personal circumstances and any other personal information relevant to the provision of conveyancing services.

Details of property transaction including property address, price, mortgages, relevant contacts, occupier information, title information and any other details relevant to the provision of conveyancing services. Financial information including mortgage details, bank statements, account details and any other details relevant to the provision of conveyancing services.

#### 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 the purpose of us providing you with conveyancing services.

We also receive personal information from the following sources:

- Westferry Consultants Limited, who are a panel management business which manages our introducer relationships
- Estate Agents involved in your transaction
- Mortgage Broker's involved in your transaction
- Your mortgage lender  
Panel Managers acting on behalf of your mortgage lender The Freeholder and Management Company of your property

We use the information that you have given us in order to effectively conduct conveyancing transactions on your behalf and to comply with statutory and regulatory obligations in respect of Anti-Money Laundering and Counter Terrorist Financing.

We may share this information with:

- The lawyer acting for the other party to your transaction Any Estate Agent involved in your transaction
- Any Mortgage Broker involved in your transaction
- Any Panel Manager involved in your transaction
- Your mortgage lender
- Any Panel Manager acting on behalf of your mortgage lender
- Your mortgage lender's lawyer if they are separately represented
- The Freeholder of any property in respect of which you are transacting
- The Management Company of any property in respect of which you are transacting
- Any third party with a legal or equitable interest in any property in respect of which you are transacting
- HM Land Registry
- HM Revenue and Customs
- Westferry Consultants Limited – Panel Management Company and Customer Relationship Management System software provider.
- Hoowla Limited – Case management system software provider
- Infotrack Limited – Provider of conveyancing data and documentation
- Xero – Accounts system software provider
- Digital Guides Limited – our IT services provider
- Decision First Limited – a Panel Manager representing mortgage lenders
- Legal Marketing Services Limited – a Panel Manager representing mortgage lenders
- United Legal Services Limited – a Panel Manager representing mortgage lenders
- The Council for Licensed Conveyancers – our regulator
- The Legal Ombudsman
- The Information Commissioner's Office
- The National Crime Agency
- Other law enforcement agencies if required

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

**a. We have a contractual obligation**

**b. We have a legal obligation**

**c. We have a legitimate interest**

### **How we store your personal information**

Your information is securely stored within our Case Management System and our Customer Relationship Management System, both of which are backed up to the cloud. All cherished paper documentation containing your personal data is held securely at our offices. Any non-cherished paper documentation received is destroyed upon scanning to our Case Management System.

We will keep your personal data for a period of 6 years in respect of sale matters and 15 years in respect of purchase, remortgage and transfer of equity matters. We will then dispose your information by electronic deletion in respect of all data held electronically and by physical destruction in respect of all data held in physical form. We may during the period of retention of your personal data, transfer it to an alternative durable medium.

### **Your data protection rights**

Under data protection law, 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. Please however note that once you have completed and submitted your online instruction form we will then be under a legal obligation to retain your personal data for the periods set out above irrespective of any request for erasure.

**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 object to processing** - You have the the right to object to 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.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please email [hayley@elite-conveyancing.com](mailto:hayley@elite-conveyancing.com) if you wish to make a request.

### How to complain

If you have concerns about how we process your personal data, please contact us using the details provided in this Privacy Notice. The Firm has a process for handling data protection complaints and will investigate concerns fairly and without undue delay. A copy of our complaint's procedure is available on request.

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>