

## **PRIVACY POLICY**

### **Overview**

Scarlet Oaks Estates & Lettings Ltd takes your privacy seriously and is committed to safeguarding your personal data. This privacy policy outlines how we manage your personal information when you visit our website, regardless of your location, and explains your privacy rights and the legal protections in place.

### **Copyright and Trademarks Notice**

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2. It is essential to make the third party aware that these Terms and Conditions are applicable to them and must be adhered to.

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### **Privacy Policy**

This privacy policy is provided by Scarlet Oaks Estates & Lettings Ltd, trading as Scarlet Oaks Estates & Lettings. When we refer to "Scarlet Oaks Estates & Lettings," "we," "us," or "our" in this document, we mean Scarlet Oaks Estates & Lettings Ltd. We are the entity responsible for handling your data and are registered with the Information Commissioner's Office (ICO), the UK regulator for data protection matters.

We are dedicated to protecting your privacy. This policy (the "Privacy Policy") outlines how we collect, use, and protect your personal data when you use our website, platforms, or services. Please read this Policy carefully.



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## **PRIVACY POLICY**

Below, we detail the types of personal information we gather, its origins, the reasons for its collection, the lawful basis for processing, and the retention period.

Our services are not designed for individuals under the age of 18 (referred to as "Children" or "Child"). We do not knowingly collect or handle personal information from children. If you discover that your child has provided us with personal information without your consent, please email us at [mail@scarletoakestates.co.uk](mailto:mail@scarletoakestates.co.uk), and we will delete the data after verification.

This version was last updated on 10<sup>th</sup> September 2024.

Be aware that any personal data sent to a Scarlet Oaks Estates & Lettings email address, regardless of the purpose, will be stored on our IT systems. This data may be subject to broader systematic monitoring measures that we have put in place to protect confidential and personal information and to help us identify potential data breaches, all in alignment with our legitimate business interests.

### **Third Party Sites**

Our service may include links to external websites. If you choose to click on a link to a third-party site, you will be redirected away from our site. Please be aware that these sites are not managed by us. We highly recommend that you review the Privacy Policy of any site you visit. We do not have control over the content, privacy practices, or policies of these third-party websites or services and accept no responsibility for them.

### **Data We Acquire From You**

Depending on your role as a client, customer, or job applicant, we collect, use, store, and transfer various categories of personal data. These types of data may include:

- IP address**
- Recorded phone calls**
- Financial information**
- Employment history**
- Marketing and communication preferences**
- Identity data**
- Data on website usage**
- Contact details**
- Dependent details**
- Documentation of the right to work**
- Transaction data (like property preferences)**
- Details from application forms and CVs**
- Criminal convictions and offenses**



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We may also gather the following Special Categories of "sensitive" Personal Data:

- Information regarding your physical or mental health
- Whether you smoke
- Religious or other beliefs
- Political opinions
- Racial or ethnic origin, or nationality
- Criminal convictions and offenses when performing anti-money laundering checks.

### **If you fail to provide personal data**

If you do not provide personal data when required by law, or as outlined in our contractual terms, we may be unable to fulfil the contract we have with you (such as delivering goods or services). In such circumstances, we may need to cancel a service you have with us, and we will inform you if this occurs.

### **How We Collect Personal Data**

We gather data from and about you using various methods such as:

#### **Direct Exchanges:**

Data you disclose when completing forms, responding to surveys, or communicating with us via post, phone, email, live chat, web, social media, or other platforms; through job applications; or via property portals when requesting our services.

#### **Intermediary Exchanges:**

may involve data you share with third parties, such as analytics providers like Google, advertising networks like the Facebook Ad Platform, and search information providers like Google, all based outside the EU. We may also collect identity and contact data from executive agencies, such as the Land Registry, and property portals like Rightmove, Zoopla and On The Market, both based within the EU.

#### **Grouped Data:**

Personal information that is usually anonymised or compiled into groupings, collected from our website, CRM, phone systems, or service providers like credit checking or profiling companies.