



CLIENT PRIVACY NOTICE

At Citrus Conveyancing Limited we respect your privacy and the confidentiality of your personal information. We may update this notice from time to time, and recommend that you refer to it regularly on our website www.citrusconveyancing.co.uk

This Privacy Notice explains:

- What personal information we collect
- How we use your personal information
- Who we share your information with and why
- How we keep your information secure
- Your rights
- How to contact us

WHAT PERSONAL INFORMATION WE COLLECT

Personal information includes your name, address, or phone number and other information that is not otherwise publicly available. We collect personal information about you when you contact us about our services, visit a website we may have or register to receive one of our newsletters (if applicable).

The type of personal information we collect will depend on the purpose for which it is collected and includes:

- Contact details
- Information to verify your identity
- Your bank details
- Information about your finances.

We collect personal information directly from you. For example, we ask for personal information at the start of our relationship, and in subsequent communications to check your identity and protect you from fraud. This is a legal requirement and is important to help safeguard you against potential crime.

We do not seek to obtain cookies. Cookies are small text files that are placed on your computer by websites that you visit. They are widely used to make websites work, or work more efficiently, as well as to provide information to the website owners. For further information visit www.aboutcookies.org or www.allaboutcookies.org.

You can set your browser not to accept cookies and the above websites tell you how to remove cookies from your browser.

DATA RETENTION

We keep your personal information only as long as is necessary for the purpose for which it was collected and to meet regulatory or legislative requirements. We have legal obligations to retain records and personal data even after the main purpose of our relationship has ended. Personal information will be securely disposed of when it is no longer required.

ON WHAT BASIS DO WE COLLECT DATA

The processing of your personal data is allowed under a number of lawful basis. The data required for the provision of products and services is processed on the basis there is a contract with you to do so. Any relevant marketing activity we undertake is done because as a firm we have a legitimate interest to do so however you have rights, as listed below, which impact how we can use and process your data.

HOW WE USE YOUR PERSONAL INFORMATION

We process your information to support and maintain our contractual relationship with you and to comply with legal and regulatory requirements. This includes the following:

- Providing our advice, and/or or services to you
- Carrying out transactions you have requested
- Confirming and verifying your identity for security purposes
- Detecting and preventing fraud, crime, money laundering or other malpractice.

We also process your data for specific business purposes to enable us to give you the best services and the best and most secure experience.

Our business purposes include the following:

- Performance of a contract we have with you to provide legal services and advice
- Enhancing, modifying, and personalising our services for the benefit of our clients
- Providing communications which we think will be of interest to you
- Market or customer satisfaction research or statistical analysis
- Audit and record keeping purposes
- Enhancing the security of our network and information systems
- Processing as required by law, for example we need your identification details to perform an anti-money laundering check.

You have the right to object to this processing if you wish, please see “YOUR RIGHTS” section below. Please bear in mind that if you object this may affect our ability to carry out the tasks above for your benefit.

We may also process your personal data as part of an acquisition or sale. Should this happen, you will be notified about any change to processing or data controller arising as a result of this activity.

WHO WE SHARE YOUR INFORMATION WITH AND WHY

We share your information with trusted third parties who perform tasks for us and help us to provide the services you require these include:

- Third parties to verify your identity, in line with money laundering or other requirements
- Third parties where necessary to carry out your instructions such as search providers, your mortgage provider, indemnity providers, insurance companies and HM Land Registry and HMRC
- Our professional advisers, bank and auditors
- Our IT service providers and typing services
- Other organizations, including regulatory bodies, the police and fraud prevention agencies, to prevent and detect fraud
- Third parties where required by law, court order or regulation
- Third parties as part of an acquisition or sale.

HOW WE KEEP YOUR INFORMATION SECURE

We are committed to ensuring the confidentiality of the personal information that we hold, and we continue to review our security controls and related policies and procedures to ensure that your personal information remains secure.

When we contract with third parties, we impose appropriate security, privacy and confidentiality obligations on them to ensure that personal information is kept secure.

If we work with third parties in countries outside the EU we ensure these are countries that the European Commission has confirmed have an adequate level of protection for personal information, or the organization receiving the personal data has provided adequate safeguards.

In limited circumstances data may be accessed outside of the EEA i.e. by employees when they travel. In these circumstances we ensure there are appropriate information security measures in place to safeguard your information.

YOUR RIGHTS

Citrus Conveyancing Ltd tries to be as open as it can be in terms of giving people access to their personal information and therefore have outlined your rights below. This privacy notice was drafted with brevity and clarity in mind, therefore further information can be gathered by contacting us using the details below, or more information about your data protection rights can be found here:

<https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>

MARKETING

You have the right to opt out of marketing information and tell us what your communication preferences are. You may opt out at any time if you don't want to receive any further communications of this nature.

INDIVIDUAL DATA RIGHTS AND REQUESTS

- The purposes of the processing
- The right to be informed – You can request that we provide 'fair processing information', typically through this privacy notice
- The right of access - You may request a copy of the personal information we hold about you, using the contact details found on the end of this policy
- The right to rectification - The accuracy of your personal information is important to us. You have the right to ask us to update or correct your personal information
- The right to erasure – You may request the deletion or removal of personal data where there is no compelling reason for its continued processing
- The right to object – You may object to the processing of your data based on legitimate interests
- The right to restrict processing - You have a right to request we 'block' or suppress processing of your personal data
- The right to data portability – You may request to obtain and reuse your data
- The right not to be subject to automated decision-making including profiling.

HOW TO CONTACT US

If you have questions about this notice, need further information about our privacy practices, exercise preferences or correct your personal information, please contact us using the following details:

Citrus Conveyancing Ltd
 146 Tonbridge Road
 Hildenborough
 Tonbridge
 Kent TN11 9HW

Telephone: 01732 790100

HOW TO MAKE A COMPLAINT

If you wish to raise a complaint about how we have handled your personal data, you can contact The Office of Data Protection who will investigate the matter. If you are not satisfied with our response or believe we are not processing your personal data in accordance with the law, you can complain to our regulator:

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

Telephone 0303 123 1113

www.ico.org.uk/concerns

<input type="checkbox"/>	Date.....	By ticking this box, you are giving consent for personal data to be collected stored to comply with CLC and CML requirements.
--------------------------	-----------	---

ELECTRONIC MARKETING

We may want to send you relevant marketing electronically from time to time. If you do wish to receive electronic marketing, then please tick the box below to opt in.

<input type="checkbox"/>	I do wish to receive electronic marketing of relevant products or services
--------------------------	--

Signed _____ Dated _____

Signed _____ Dated _____