

## **Privacy Statement Callaway & Co**

Callaway & Co., regard the security of your personal data as a matter of priority.

Callaway & Co., when handling your personal data will act as the data controller as defined in the General Data Protection Regulation.

Callaway & Co., will collect your personal information at the first point of contact either at our office, by email, telephone or letter correspondence.

Personal information collected will include name, home address, correspondence address, email address and telephone .

Callaway & Co., may also collect data from publicly available sources, such as Land Registry.

Callaway & Co., do not share personal details to third parties for marketing purposes.

The Callaway & Co., website does not utilise cookies or allow your contact information to be forwarded to third parties for marketing purposes.

Callaway & Co., will utilise your personal data to complete our contractual and legal obligations. These obligations include information to be given to our landlord clients, tenants, lessees, Tenancy Deposit Schemes, contracted suppliers, maintenance contractors, solicitors, clients accountants, insurance firms and our vendor clients.

Callaway & Co., will collect your personal data in order to offer properties which match your personal requirements. We will keep a record of these properties, note your comments and keep your requests updated.

Callaway & Co., will securely collect and store your personal data. Your personal data may be transferred to, and stored at, a destination outside the European Economic area. The personal data may be collected and stored in either paper and/or our secure servers. These systems are constantly monitored and password protected. Your personal data is protected by computer safeguards, such as firewalls and physical access controls.

When the storage of your personal information is no longer necessary, it will be shredded, encrypted or anonymised dependent upon the storage process.

Callaway & Co., recognise legally you may request access to the personal data we hold, and the amendment of incorrect data. We will be more than happy to help should you have any complaints about processing of your personal data. You have the right to lodge a complaint with the Supervisory Authority, the Information Commission Officer (ICO) who are the national authority responsible for the protection of personal data.

A complaint can be made to the ICO via their website [www.ico.org.uk/concerns](http://www.ico.org.uk/concerns) or via the helpline 0303 123 1113.

Updated 24<sup>th</sup> May 2018