

## **Fraser Wood Privacy Policy (October 2023)**

Fraser Wood (Midlands) Limited respects your privacy and is committed to protecting your personal data. This Privacy Notice explains how we collect, use and share your information as well as your privacy rights.

Fraser Wood (Midlands) Limited, 16, Lichfield Street, Walsall, WS1 1TS, will need certain personal information from you in order to carry out our function as Estate Agents, Letting and Managing Agents and Chartered Surveyors.

We currently collect and process personal identifiers, contacts and characteristics (for example name, address, telephone number and email address).

We use different methods to collect data from and about you, including through direct interaction either by telephone, letter or email, or by you filling in forms on our website.

We will only use your personal data when the law allows us to. Most commonly, we will use your personal data in the following circumstances:

- When we need to carry out our services as part of a contractual obligation.
- Where it is necessary for our legitimate interests (or those of a third party) and your interests and fundamental rights not override those interests.
- When we need to comply with a legal or regulatory obligation.
- Where we have obtained your prior consent.

While we will not sell or otherwise disclose your personal information, we may share it as part of our function as Agents. We may share the information we collect with, but not limited to:

- Landlords
- Approved Contractors
- Vendors
- Solicitors
- Utility Providers
- Councils
- Any Law Enforcement Agency, Court, Regulator, Government Authority or other third party where we believe this is necessary to comply with a legal or regulatory obligation, or otherwise to protect our rights or the rights of any third party.

We will only retain your personal information for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal,

accounting or reporting requirements as well as those of our Professional Indemnity Insurance.

You have rights under Data Protection Laws in relation to your personal data, including, for example, the right to request access to your personal data; to request correction of your personal data; to request the erasure of your personal data; to object to the processing of your personal data and the right to withdraw consent. Any requests must be made in writing to our address above. We shall endeavour to respond to all legitimate requests within one month of receipt.

If you have any concerns about our use of your personal information, you can make a complaint to us in writing at our address above. You can also complain to the ICO if you are unhappy with how we have used your data. The ICO's address is:-

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

Helpline number:- 0303 123 1113

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