

Larrington & Co Ltd Privacy Notice

Larrington & Co Ltd (“the Company”, “we”) of Ground Floor, 1 Swan Court, Fodder Way, Hampton, Peterborough, PE7 8GX can be contacted by phone on 01733 667640 or by email on directors@larringtonandco.com

We are registered with the UK’s Information Commissioners Office (ICO) Reference Number: ZB697278. Our company treats your Personal Data with care and respects your privacy and rights as a Data Subject.

This Privacy Notice will explain how we collect your Personal Data and for what purposes. It will also explain other forms of processing that might apply to your Personal Data.

A Data Subject (“you”, “yourself”) is a living, identified or identifiable individual about whom we hold Personal Data. Data Subjects may be nationals or residents of any country and may have legal rights regarding their Personal Data. The Data Subject’s we will process Personal Data from are Clients and Employees of the Company.

This Privacy Notice was published on the 1st July 2024.

What Personal Data do we collect?

Identity Data – This includes any information identifying a Data Subject or information relating to a Data Subject that we can identify, directly or indirectly, from that data. Such data includes, but is not limited to; names, marital status, title, date of birth, gender, national insurance number, passport number, driving license number, employment status, and job role.

Contact Data – This includes; contact telephone numbers, email address, and residential addresses which includes past present and future addresses.

Financial Data – This includes; payment and banking methods, billing address, bank details, bank statements and account numbers, identity of other joint account holders, investment profiles, and other financial information necessary for the verification of source of funds and source of wealth.

Attendance Data – This includes; records on visits you have made to our office including your signature and timings recorded on arrival, phone call recordings with our staff, and video call recordings with our staff.

Recorded phone calls or video calls may be recorded without prior notice in order to record evidence, review quality standard, ensure compliance with regulations, prevent or detect crime, or to investigate the misuse of our telecommunication system.

How do we collect your data and why do we have it?

Most of the personal information we process is provided to us directly by you and is used for the following reasons;

- To provide you with the Services in accordance with your instructions where we have entered into a contract with you.
- To assess whether we can assist you with your matter and act on your behalf, determining the terms of engagement, and enter into or manage the contract with you.
- To comply with the regulations of our governing body, The Council of Licensed Conveyancers (CLC).

- To comply with a legal obligation.
- Where it is necessary for our legitimate interests (or those of a third party) for business or commercial reasons and when your interests and fundamental rights do not override with those interests. We make sure that we consider and balance any potential impact upon you before processing your data.
- Where you have given explicit consent to do so.
- Where we may need to protect your interests.
- Where it is needed in the public interest or for official purposes.

We collect your data through the following means;

Completion of forms – Where you complete our Client Information forms, we will collect and store this data.

Direct interactions – Where you contact us to use our services we will collect and record relevant data provided by yourself.

Automated technology or interactions – Where you interact with our website, we will automatically collect Profile and Usage Data and Transactional Data.

We also receive personal information indirectly from the following sources;

Third Parties – We may receive your Contact Data and Identity Data from our referral partners to whom you will have given your consent to share your Personal Data with us. We may also receive your data from our anti-money laundering screening provider from whom we will receive your Identity Data. You can access our provider's privacy notice here - <https://www.gbgplc.com/en/legal-and-regulatory/products-services-privacy-policy/>

Publicly available sources – We may receive your data from public repositories and data basis, such as the Land Registry, Companies House, or Social Media Platforms.

Your information is securely stored.

How we use your Personal Data

We collect and hold your data for the purpose of identifying you as a client and to communicate with you at a reasonable level to ensure we can deliver our services.

We will only use your Personal Data when the law allows us to.

We need to perform our services to you, provide you with an estimate of our services and receive your instructions as a client.

We need to conduct internal tasks to manage our relationship with you and to administer our business.

We use your personal information to provide you with conveyancing services and act on your behalf as your legal representative.

In the event we intend to further process your data for different purposes, we will provide you any relevant information prior to processing the data, although it is not the Company's intent to do so.

Who do we share your information with?

We need to comply with a legal obligation of verifying identity and conducting background checks for anti-money laundering and fraud prevention purposes. We use a third-party provider to conduct these checks where it is necessary for a mutual sharing of personal data between us and them.

We do not rely on your consent to process your Personal Data for any instance other than for sharing it with a third party who intends to send you marketing material of their own.

We may also share your Personal Data;

- With service providers who are assisting us with the conveyancing transaction.
- With HM Revenue and Customs, regulatory supervisory authorities, and our insurance providers.

How long do we hold your information?

We only will retain your Personal Data for as long as reasonably necessary to fulfil the purpose we collected it for, including for the purposes of satisfying any legal regulatory, tax, accounting or reporting requirements. We may retain your Personal Data for a longer period in the event of a complaint or if we reasonably believe there is a prospect of litigation in respect to our relationship to you.

We are required by our regulatory body to keep your personal information for up to 15 years. We can redact any Personal Data to the absolute minimum to ensure your privacy is protected.

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.

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.

Your right to complain – You have the right to lodge a complaint with a supervisory authority, please see the ICO's details below.

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 contact us on the details above if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information you can make a complaint to us at Larrington & Co Ltd of Ground Floor, 1 Swan Court, Fodder Way, Hampton, Peterborough, PE7 8GX can be contacted by phone on 01733 667640 or by email on directors@larringtonandco.com

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>