



Michael Jones – Privacy Statement and Notice

Privacy Statement

Michael Jones & Company takes privacy and the protection of personal and sensitive information seriously. We have robust technical and organisational systems and measures in place to manage and protect all personal data. These measures include data encryption, up to date security software and controls to guard against unauthorised access, unlawful processing, accidental loss, damage, or destruction.

Our Privacy notice explains how we use and protect your personal information, to show that we are adhering to the new General Data Protection Regulation (GDPR) and the Data Protection Act (DPA), both of which came into force in **2018**.

It also explains how we collect and use the personal information that you provide to us whether, in person, online or via phone, email, letter or other correspondence, this includes data from our website and sets out how Michael Jones & Company uses and protects any information that you give us.

We are members of The Property Ombudsman and ARLA. We use TDS to handle our deposits.

Michael Jones & Company Limited Registered Office: Chapelworth House, Chapel Road, Worthing, West Sussex, BN11 1BE. Company No. 03627931

Doc Name: Privacy Statement	Doc Ref	Page 1
Doc Owner: DPM	Doc Status: Final	Version and Date 0.3 10.12.20

Privacy Notice

Michael Jones & Company is committed to protecting your privacy and right to confidentiality. We comply with GDPR 2018, DPA 2018 and industry requirements concerning confidentiality and information security standards.

This notice explains how we use any personal information we collect about you based on your relationship with Michael Jones & Company, detailing how we collect data, how we store it, how we use it and protect it.

Michael Jones & Company is a real estate agency that covers sales of both commercial and non-commercial properties, lettings and management of non-commercial property and the sale of Land. You can view our full Data Protection Policy online here or request a copy of the policy by contacting us at:

Data Protection Lead

Michael Jones & Company

Chapelworth House

22-26 Chapel Road,

Worthing,

West Sussex,

BN11 1BE.

Telephone: 01903 213111 Email: privacy@michaeljones.co.uk

How we collect information

We obtain personal information from you when you are referred or enquire about our services, ask a question about our services, or otherwise provide us with your personal information.

We will regularly obtain your personal information from third party property search websites when they provide the appropriate evidence that you have agreed for your personal information to be shared with other organisations.

We gather non-identifiable general information from the use of our websites such as pages visited and areas that are of most interest to users. We use this information to improve our website and make it a better experience for everyone. For further information please see the cookies section below.

Doc Name: Privacy Statement	Doc Ref	Page 2
Doc Owner: DPM	Doc Status: Final	Version and Date 0.3 10.12.20

What information we collect

The personal information we collect might include name, address, email address, telephone numbers, date of birth, bank account details and identity documents.

We will typically collect sensitive data for employees and contractors as part of our statutory, contractual, and management responsibilities.

How we use this information

We may use your personal information for:

- Provide and personalise our property services
- Deal with your enquiries requests and complaints
- Process your applications
- Provide you with information about our work, activities, and services
- Comply with our legal obligations, policies, and procedures
- Conduct market research. And for:
- Recruitment, training analysis, and management responsibilities

How we protect your information

We adopt appropriate data collection, storage, and processing practices, and security measures to protect against unauthorised access, alteration, disclosure, or destruction of your personal or transactional data stored on our website and systems.

We have security procedures, rules and technical measures in place to protect your data. Your data will be kept in a secure environment with access restricted on a need to know basis. We do not keep your data for longer than is required by law or necessary for the purpose for which it was obtained.

Doc Name: Privacy Statement	Doc Ref	Page 3
Doc Owner: DPM	Doc Status: Final	Version and Date 0.3 10.12.20

Employees

The information we collect about you

When you apply to work at Michael Jones & Company, we will only use the information you give us to process your application and to monitor recruitment statistics. If we want to disclose information to someone outside the company – for example, if we need a reference, or need to get a criminal record check from the Disclosure and Barring Service – we will make sure we tell you beforehand unless we are required to disclose this information by law.

SHOW MORE DETAILS (Please display the information below under “show more details button”)

Information we collect about you

When you apply to work at Michael Jones & Company, we will typically collect the following information about you:

- Name
- Date of Birth
- Address
- Emergency contact details
- National Insurance Number
- A copy of your passport or immigration document
- Your skills, knowledge, experience, and qualifications where applicable
- Industry/ professional body registration details where applicable
- Contact details for referees
- Full employment history
- Equality and Diversity monitoring information

Doc Name: Privacy Statement	Doc Ref	Page 4
Doc Owner: DPM	Doc Status: Final	Version and Date 0.3 10.12.20

During your employment we will also collect performance data including probation, training, and appraisals data as well as reasons for sickness absence data for up to 2 years at a time.

What happens to the information we collect about you?

If you are unsuccessful in your job application, we will hold your personal information for 6 months after we have finished recruiting the post you applied for. After this date, we will destroy or delete your information. We keep information about applicants to develop and improve our recruitment processes, but this information is kept in a form that ensures that individual applicants cannot be identified.

If you begin employment with us, we will put together a file about your employment. We keep the information in this file secure and will only use it for matters that apply directly to your employment.

Once you stop working for us, we will keep this file according to our record retention guidelines. You can contact us to find out more about this.

The legal basis for collecting and using your information

We collect this information because we have a legitimate interest to ensure employees fulfil their roles and responsibilities as detailed within their job description.

We have a contractual obligation to pay employed staff, therefore, we use bank account details to process such payments.

Your information will be shared where data disclosure may be required by law, for example to government bodies such as HMRC for tax purposes

Date of birth information is collected for pension and if applicable, redundancy purposes.

Doc Name: Privacy Statement	Doc Ref	Page 5
Doc Owner: DPM	Doc Status: Final	Version and Date 0.3 10.12.20

The accuracy of your information

We aim to ensure that all information we hold about you is accurate and, where necessary, kept up to date. If any of the information we hold about you is inaccurate and either you advise us or we become otherwise aware of this, we will ensure it is amended and updated as soon as possible.

Storing your information

We take great care to ensure that your data is always kept secure. Data is only accessible to appropriately trained Employees whose job functions makes it necessary that they have access to your information.

Although most of the information we store, and process stays within the UK some information may be transferred to countries outside the European Economic Area. This may occur if, for example, one of our vendors or landlords is resided in a country outside the EU. These countries may not have similar data protection laws to the UK, however, we will take steps with the aim of ensuring your privacy continues to be protected as outlined in this privacy policy.

How long we keep your information

We will keep your information for as long as required to enable us to offer the services you have applied for , but we will not keep your information for any longer than is necessary. We will take into consideration our legal obligations, tax and accounting rules when determining how long we should retain your information. When we no longer need to retain your information, we will ensure it is either archived or securely disposed of, at the appropriate time.

How we protect your information

We adopt appropriate data collection, storage, and processing practices, and security measures to protect against unauthorised access, alteration, disclosure, or destruction of your personal or transactional data stored on our website and systems.

We have security procedures, rules, and technical measures in place to protect your data. Your data will be kept in a secure environment with access restricted on a need

Doc Name: Privacy Statement	Doc Ref	Page 6
Doc Owner: DPM	Doc Status: Final	Version and Date 0.3 10.12.20

to know basis. We do not keep your data for longer than is required by law or necessary for the purpose for which it was obtained.

Tenants, Buyers, Landlords

Depending on whether you are a Tenant, Buyer or Landlord we will collect the following Information from you:

- Contact information – Full name, address ,telephone number, email address
- Contact details for referees/witnesses/Guarantors – Full name, address, email, telephone
- Identity documents – Drivers License, Passport
- Utility bills
- Bank statements
- Land title deeds and related proof of ownership

Your rights

Under the General Data Protection Regulation (GDPR), which came into force on May 25th, 2018, you have the following rights:

1. The right to access your personal information
2. The right to edit and update your personal information
3. The right to request to have your personal information deleted
4. The right to restrict processing of your personal information
5. The right to data portability
6. The right to object to the processing of your personal information
7. Rights in relation to automated decision making and profiling

Doc Name: Privacy Statement	Doc Ref	Page 7
Doc Owner: DPM	Doc Status: Final	Version and Date 0.3 10.12.20

SHOW MORE DETAILS (Display the text below under a “**Show more details button**”)

1. The right to access your personal information

You have a right to obtain confirmation that your personal information is being processed. You also have the right to request a copy of your personal information we hold.

You may be required to provide proof of your identity by providing a valid photographic identity document such as a passport or photocard drivers licence. Your request will be processed within 30 days of receipt of your request and all the relevant information we require.

2. The right to edit and update your personal information

The accuracy of your personal information is important to us. You can ask us to edit and update your personal information including your address and contact details at any time.

3. The right to request to have your personal information deleted

You have the right to request the deletion of your personal information which we will review on a case by case basis. Please remember this is not an absolute right. For example, If we process your personal information for the exercise or defence of legal claims, manage your tenancy agreement, to a perform a contract to which you are a party or we can demonstrate compelling grounds that override your rights and freedoms, we may not be able to fulfil your request

4. The right to restrict processing of your personal information

You have the right to ‘block’ or suppress processing of your personal data. However, we may continue to store your data but will no longer process it. We do this by retaining just enough of your personal information so we can ensure that the restriction is respected in the future.

To exercise any of these rights, please contact us at the address below. We will then send you a form so you can provide us with as much information as possible about

Doc Name: Privacy Statement	Doc Ref	Page 8
Doc Owner: DPM	Doc Status: Final	Version and Date 0.3 10.12.20

the nature of your request. This will help us locate your records. There is no requirement to complete this form to make a valid request, however, it has been designed to capture the information we may reasonably require processing your request effectively.

5. The right to data portability

You have the right to obtain and reuse your personal data for your own purposes across different services. It allows you to ask us to move, copy or transfer your personal data from our systems to another estate agent in a safe and secure way, without affecting its usability.

6. The right to object

You have the right to object to your personal information being processed. Please provide as much information as possible about the nature of your contact with us to help us locate your records. Any changes you have requested may take 28 days before they take effect.

Please remember this is not absolute right. For example, If we process your personal information for the exercise or defence of legal claims, manage your tenancy agreement, to a perform a contract to which you are a party or we can demonstrate compelling grounds that override your rights and freedoms, we may not be able to fulfil your request. However, we will you to discuss further.

Please address any of the above requests to our Data Protection Lead at

Data Protection Lead
Michael Jones & Company
Chapelworth House
22-26 Chapel Road,
Worthing,
West Sussex,
BN11 1BE.

Telephone: **01903 213111** Email: privacy@michaeljones.co.uk

Doc Name: Privacy Statement	Doc Ref	Page 9
Doc Owner: DPM	Doc Status: Final	Version and Date 0.3 10.12.20

7. Rights in relation to automated decision making and profiling

The GDPR and DPA give you the right not to be subject to a decision based solely on automated processing, including profiling, which produces legal effects concerning you.

In this regard, we will be guided by the following explanation by the ICO “ **For something to be solely automated there must be no human involvement in the decision-making process. The restriction only covers solely automated individual decision-making that produces legal or similarly significant effects. These types of effect are not defined in the GDPR, but the decision must have a serious negative impact on an individual to be caught by this provision.**

A legal effect is something that adversely affects someone’s legal rights. Similarly, significant effects are more difficult to define but would include, for example, automatic refusal of an online credit application, and e-recruiting practices without human intervention.

Changes to the Policy

This policy is correct as of November 2020. We will regularly review and update this Privacy and Data Protection Statement and will update, modify, add, or remove sections at our discretion and in response to relevant changes in legislation.

We will notify you of any changes, either via e-mail or through an announcement on our website and your continued use of our website, any of our services and/or the continued provision of personal information after we have posted the changes to these terms, will be taken to mean you are in agreement with those changes.

How to complain

We expect to be able to resolve any complaints that you might have concerning our use of your information. Please write to us or call us at:

Data Protection Manager

Michael Jones & Company,
Chapelworth House
22-26 Chapel Road,
Worthing,
West Sussex,
BN11 1BE.

Telephone: **01903 213111**

Email: privacy@michaeljones.co.uk

Doc Name: Privacy Statement	Doc Ref	Page 10
Doc Owner: DPM	Doc Status: Final	Version and Date 0.3 10.12.20

We expect to be able to resolve any complaints that you might have concerning our services or events. We therefore ask that you give us the opportunity to do so in the first instance. You, however, have the right to lodge a complaint or seek advice from a supervisory authority. If you wish to lodge a complaint or seek advice from the supervisory authority, please contact:

The Office of the Information Commissioner

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Tel: +44 (0) 01625 545 745

Website: www.ico.org.uk

Do you need extra help?

If you would like this notice in another format (for example audio, large print, braille), please contact us as above.

Cookies

The Michael Jones & Company website uses cookies to improve your experience while you navigate through the website. Out of these cookies, the cookies that are categorised as necessary are stored on your browser as they are essential for the working of basic functionalities of the website. We also use third-party cookies that help us analyse and understand how you use this website.

These cookies will be stored in your browser only with your consent. You also have the option to opt-out of these cookies. But opting out of some of these cookies may have an effect on your browsing experience.

SHOW MORE DETAILS (Display the text below under a **“Show more details button”**)

Doc Name: Privacy Statement	Doc Ref	Page 11
Doc Owner: DPM	Doc Status: Final	Version and Date 0.3 10.12.20

Necessary Cookies

Necessary cookies enable core functionality such as security, network management and accessibility.

You may disable these by changing your browser settings, but this may affect how the website functions.

Analytics and performance cookies

Google Analytics cookies help us improve our websites by collecting and reporting information on how you use it.

The cookies collect information in a way that does not directly identify anyone.

Functional and performance cookies are required to make certain parts of the website work such as video and audio content.

Advertising cookies

We use advertising cookies to ensure we can show you information on our promotions that are most relevant to you.

Document History

Date	Version	Name	Details
27-11-20	0.1	F Bediako	First draft for consultation
08.12.20	0.2	F Bediako	Final Draft for QA
10.12.20	0.3	F Bediako	Final

Doc Name: Privacy Statement	Doc Ref	Page 12
Doc Owner: DPM	Doc Status: Final	Version and Date 0.3 10.12.20