

HOW WE HANDLE & USE YOUR INFORMATION

We may collect, hold and use some of your personal data and so here will provide more information about how this works.

Please read it carefully and ensure that you understand it. If you do not accept and agree with any part of it please stop using the website immediately, because your continuing use of our website will be seen as your acceptance of it.

1. Definitions and Interpretation

Meanings of phrases within this document:

Data -	Any information that a user of the website provides to us, through our "Contact" page, or through emailing us relating to any person who can be directly or indirectly identified from that information.
We/Us/Our -	Accord Estates Ltd Registered Office – 31 Grange Court, Upper Park, Loughton Essex, IG10 4QY
You/Your -	A user of the website
The Website -	www.accordhomes.co.uk

2. Company Information

Accord Estates Ltd, also Trading As Accord Sales and Lettings
of 215 Pettits Lane North, Rise Park, Romford, Essex, RM1 4NU
Our VAT number is 179 2185 77

We are a member of The Property Ombudsman Scheme, The National Association of Estate Agents and the Association of Residential Letting Agents

If you have any questions about the website or the use of your data, please contact us on 01708 748956 or info@accordhomes.co.uk

3. Users Rights

As a user you have the following rights -

- A right to be informed about our collection and use of personal information;
- A right of access to the personal information we hold about you;
- A right to rectification if any personal information we hold about you is inaccurate or incomplete;
- A right to ask us to delete any personal information held about you unless we are obliged to retain the information for other legal reasons;

- A right to restrict or prevent the processing of your personal information;
- A right to data portability (obtaining a copy of your data to re-use with another service or organisation);
- A right to object to the use of your data for particular purposes.

4. **Data Collection**

Except where you contact us directly through any of our contact options available on the Website you we do not collect any personal data from you.

If you contact us or send us an email, we will retain the details you provide to us including your name, your email address, and any other information which you choose to give us.

However, we do place cookies on your computer or device. For further information, please refer to our Cookie Policy

5. **Using Your Information**

Where we hold any personal information, it will be processed and stored securely, for no longer than is necessary, considering the reason it was provided to us.

We will potentially -

- Reply to your email;
- Provide details on the properties requested, plus any others we think may interest you;
- Offer or provide you with the services requested, plus any others we think may interest you;

We will delete your personal information once your request has been met or the service has been provided, except where –

- You were interested in details of properties we are offering, when we will continue to hold your information in order to send you information on other properties that may interest you;
- You become a client or a buyer of a property;
- You require us to retain it for longer;
- We are required to retain it for longer for other legal reasons.

You have the right to withdraw your consent to us using your data and to request that we delete it.

We may share your data with third parties for the purpose of providing services requested. The third parties with whom your data may be shared consist of the following:

List of Marketing Material Providers

Key Agent Ltd, 3 Loughborough Street, London, SE11 5RB

List of EPC Providers

A Thompson, 67 Church Road, Bulphan, Upminster, Essex, RM14 3RT

List of Primary Solicitors

PCS Legal of 5 The Capricorn Centre, Cranes Farm Road, Basildon, Essex, SS14 3JA

A V Rillo of 758 Great Cambridge Road, Enfield, Middlesex, EN1 3GN

F Barnes of 14 Chase Cross Road, Romford, Essex, RM5 3PS

Symons Gay Leland LLP of 91A South Street, Romford, Essex, RM1 1PA

Or other solicitors engaged by clients, purchasers or vendors of related property sales.

List of Primary Financial Services Providers

Allan Reece Associates, Capital House, Appleton Way, Hornchurch, Essex, RM12 4XY

The Mortgage Club, 72 Squirrels Heath Road, Romford, Essex, RM3 0LT

Major Money Matters, 133 Shepherds Hill, Romford, Essex, RM3 0NR

List of Primary Property Management Contractors

PTS Services, 8 Moray Way, Romford, Essex, RM1 4YJ

Elite Cleaning, 100 Daventry Road, Romford, Essex, RM3 7RH

Kenway, 6 Kenway, Romford, Essex, RM5 3EH

J Arnold, 102 Bruce Avenue, Hornchurch, Essex, RM12 4HZ

Mackfields, 3 Coptfold Road, Brentwood, Essex, CM14 4BN

FES Ltd, 9 Dee Way, Romford, Essex, RM1 4XA

SRS Electrical, 16 Stanwyck Gardens, Romford, Essex, RM3 7JU

Paul Sargeant, 112 Eastern Avenue, Romford, Essex, RM1 4DT

Comet Flooring, 94 Hildene Avenue, Romford, Essex, RM3 8DT

John Drake Flooring, Mawney Road, Romford, Essex, RM7 8BX

Essex Trade Windows, 2, Harvey Close, Nevendon Industrial Estate, Burnt Mills, Basildon SS13 1EY

Lock King, 39 Gubbins Lane, Romford, Essex, RM3 0QA

LS Heating and Plumbing, 9 Litten Close, Romford, Essex, RM5 2LG

Havering Gas, 2 Edenhall Road, Romford, Essex, RM3 7RT

Griffiths Heating, 24 Philmead Road, Benfleet, Essex, SS7 5DN

Fast Track Inventories, 18 Adams Glade, Ashington, Essex, SS4 3LA

Essex Inventory Service, 57-67 High Street, Enfield, Middlesex, HA8 7DD

Flowline Services, Unit 118, 176 South Street, Romford, Essex, RM1 1BW

L & E Property Services Ltd, 21 Nags Head Lane, Brentwood, Essex, CM14 4NJ

Black Label Roofings, 13 Harwood Avenue, Hornchurch, Essex, RM11 2NR

L Carey Roofing, 347 Brentwood Road, Romford, Essex, RM2 5TH

Paul Johnson Property Maintenance, 41 Glenwood Drive, Romford, Essex, RM2 5AR

Or any other contractors as necessary to enable us to carry out our duties and the landlord's repair obligations for the repair and maintenance of the property

Local Authorities

Brentwood Borough Council, Town Hall, Ingrave Road, Brentwood, Essex, CM15 8AY

London Borough of Barking and Dagenham, Civic Centre, Rainham Road North, Dagenham, Essex, RM10 7BN

Chelmsford Borough Council, Civic Centre, Duke Street, Chelmsford, Essex CM1 1JE

London Borough of Havering, Town Hall, Main Road, Romford, Essex, RM1 3BB

Southend-on-Sea Borough Council, Civic Centre, Victoria Avenue, Southend-on-Sea, Essex, SS2 6ER

Thurrock Council, Civic Offices, New Road, Grays, Essex, RM17 6SL

Other local authorities as required so that an account for council tax can be opened and closed on a change of occupancy of a property

Utility Companies

Utility companies as required for the purpose of opening and closing accounts for home moves.

that data is shared with Utility Companies for the purpose of opening and closing accounts for home moves'

Other Data Processors – Information is shared to maintain data for the running of the business and its functions in the sales and lettings of properties.

Client Relations Management System - Expert Agent, Vallis House, 57 Vallis Rd, Frome, Somerset, BA11 3EG

Client Relations Management System - 10Ninety, Fairfax House, Causton Rd, Colchester, Essex, CO1 1RJ

Client Payment System - PayProp, 44 London Rd, Sevenoaks, Kent, TN13 1AS

Tenant Referencing Services – Information is shared to carry out reference checks on suitability of prospective tenants.

Rent4Sure, The Glenmore Centre, Honeywood Parkway, Whitfield, Dover, Kent, CT16 3FH

VanMildert, DCS House, Silverbirch, Camperdown Industrial Estate, Newcastle Upon Tyne, NE12 5UJ

6. **Storage of your Data**

Your data will be stored in the UK or, if outside of the UK, it will be stored in a location which is fully compliant with EU Regulations for GDPR.

7. **Accessing Your Data**

You have a right to ask for a copy of any personal information we hold on you free of charge. Please contact us to make a request at info@accordhomes.co.uk or 01708 748956.

8. **Changes to our Policies**

We recommend that you check this page regularly to keep up-to-date, as we reserve the right to change this Policy from time to time if our policies change or the law changes. Any changes will be posted on this page of the website and you will be deemed to have accepted changes to the Policy on your first use of the website following the changes.

9. **Applicability**

This Policy applies only to your use of this website. The website may contain links to other websites. Please note that we have no control over how your data is collected, stored, or used by other websites and we advise you to check the policies of any such websites before providing any data to them.

10. **Complaints**

If you have any cause for complaint about our use of your personal data, please contact us at info@accordhomes.co.uk or 01708 748956.

We will address your concerns and attempt to solve the problem to your satisfaction.

You also have the right to lodge a complaint with the Information Commissioner's Office.

For further information about your rights, please contact the Information Commissioner's Office, or your local Citizens Advice Bureau.