

Privacy policy

This policy tells you what to expect when we collect your personal information. Please read the following carefully to understand how we collect and handle your personal data and for what purposes.

Robert Woods Conveyancing Services are regulated and governed by The Council for Licensed Conveyancers (CLC) and complies with the General Data Protection Regulations (GDPR). For the purposes of GDPR, if you provide any personal information to us, we will be the data controller.

What information do we collect about you?

We will not collect or use personal data unless it is lawful for us to do so. The basic personal information which we may collect and process is:

- Your name
- Address
- Date of birth
- Contact Details (including email address, correspondence address, telephone numbers)
- National Insurance Number
- Details of the property for which the transaction relates

Due to the nature of our work, we may collect other information and data about you and your transaction

How will we use information about you?

Robert Woods Conveyancing Services does not sell, share or transfer personal information except where necessary and beneficial to the transaction e.g Estate Agents, Solicitors, Financial Advisors, Mortgage Lenders.

In certain circumstances, personal information may be disclosed to other regulators, the Legal Ombudsman, enforcement or government agencies or others with a legitimate interest who may keep a record of that information. We only share information where it is lawful for us to do so or because the law permits or requires us to. In most cases, we will tell you that we are sending your information somewhere else.

When we receive enquiries via telephone, email or letter, we only use the information to handle the request or to deal with any later issues.

In some circumstances you or your legal representative, may request your transaction file from us. We will request identification documents to verify the identity of the person making the request which will be deleted within a month of the file being returned to the client or their legal representative.

When people apply to work at Robert Woods Conveyancing Services we use their information to process applications and to monitor our recruitment. To ensure we are an equal opportunities employer we collect information about age, disability, ethnicity, sex, sexual orientation and religion or belief. This information does not form part of the job application and is used to monitor our recruitment with strict confidence.

How long will we keep the information?

We keep personal information for up to 15 years in order to comply with our legal and operational requirements. Files are stored in an off-site facility and are destroyed in accordance with GDPR guidelines

How do we keep your information secure?

Under GDPR, we have a duty to keep personal data and information confidential. We take all reasonable steps to keep it secure, use it fairly and ensure that data protection safeguards are in place.

Access to your information and correction

GDPR gives you a right of access to the personal data we hold about you. These are called '**subject access requests**' (SARs) . In instances where we are not required to provide you with information we hold about you, we will let you know.

We want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate.