

Christopher Russell Property Services

Privacy Notice

The following information constitutes our Privacy Notice. In this document, “we”, “our”, or “us” refer to Christopher Russell Property Services and Christopher Russell LLP.

Registered Office:

33 The Oval, Sidcup, DA15 9ER

Email (Privacy Enquiries):

c.langley@christopher-russell.co.uk

Introduction

1. This Privacy Notice explains how we collect, process, and protect your information. It sets out the conditions under which we may process any information that we collect from you, or that you provide to us. This includes information that can identify you (“personal data”) and information that cannot.
 2. We take the protection of your privacy and confidentiality very seriously. We understand that your personal data should not be used for any unintended purpose or disclosed without proper justification.
 3. We undertake to preserve the confidentiality of all information you provide to us.
 4. Our policy complies with the Data Protection Act 2018.
 5. You have legal rights regarding your personal data. Further information can be found at:
www.knowyourprivacyrights.org
 6. Except as set out in this notice, we do not sell, share, or disclose your personal information to third parties.
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Personal Information We May Process

We process data only to the extent necessary to provide our services and for agreed purposes.

We may also aggregate data for analytical use, in which case individuals will not be identifiable.

Client Information

If you are a client, we may process:

- Identity and contact details
- Family-related information (where relevant)

- Financial information

We may also process “special category” data where necessary, such as ethnicity or criminal record information.

Your data is usually provided directly by you, but may also be obtained from third parties where necessary and with appropriate consent.

Related Third Parties

We may process personal data where you are connected to a client or supplier (e.g. family member, adviser, or business partner). This may include:

- Contact details
- Business information
- Financial information

Supplier Information

If you provide services to us, we may process your personal data to manage our contractual relationship with you.

Legal Bases for Processing

We process your personal data under the following lawful bases:

1. Contractual Obligation

We process your data to fulfil contractual obligations, including:

- Acting as your agent
- Assisting with buying, selling, or letting property
- Verifying identity and conducting checks
- Negotiating and advising on transactions
- Managing payments

We retain this data for the duration of the contract and as required thereafter.

2. Consent

Where you have given explicit consent, we may:

- Share your details with selected partners
- Track your website activity

You may withdraw consent at any time.

3. Legitimate Interests

We may process data where it is in our legitimate interest, including:

- Business administration and record-keeping
- Responding to enquiries
- Protecting legal rights
- Managing business risks

4. Legal Obligation

We may process your data where required by law, including sharing information with authorities when legally obligated.

Specific Uses of Your Information

Communication

We use your data to respond to enquiries and maintain communication records.

Complaints

We process complaint data to resolve issues and improve our service.

Office Visitors

We may process visitor data (including CCTV) for security purposes.

CRM System

We use a customer relationship management system to:

- Manage client relationships
- Improve services
- Provide relevant information

Employment Data

Job applicant data may be retained for up to three years. Employee records are retained for up to six years after employment ends.

Website Data & Cookies

Cookies

We use cookies to:

- Track website usage
- Improve user experience
- Store preferences

You can control cookie settings via your browser.

Browsing Data

We may collect:

- IP address
- Device and browser information

This data is used in aggregate and not for personal identification.

Remarketing

We may use third-party services to display relevant adverts based on your browsing activity.

Sharing Your Information

We do not sell your personal data.

We may receive anonymised data from third parties and may allow third-party advertising technologies on our website.

International Data Transfers

Your data may be processed outside the UK or EU. Where this occurs, we ensure appropriate safeguards are in place.

Your Rights

You have the right to:

- Access your personal data
- Request corrections
- Request deletion (where applicable)
- Restrict or object to processing

To exercise your rights, please contact us.

Data Retention

We retain your personal data only as long as necessary:

- To provide services
 - To comply with legal obligations
 - To support legal claims
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Complaints

If you are unhappy with how we handle your data, please contact us.

You also have the right to complain to the Information Commissioner's Office:

<https://ico.org.uk/concerns/>

Updates to This Policy

We may update this Privacy Notice from time to time. The latest version will always be available on our website.

If you have any questions about this Privacy Notice, please contact us using the details above.