

# Privacy Policy

## The purpose of this Notice

As part of our arrangement with you, **Charles Bainbridge Ltd** (“we”, or “us”, or “our”) has certain obligations under privacy laws, including the General Data Protection Regulations (the “Act”) to notify individuals how it will process any personal information it collects about them. This Notice will inform you of what personal information we collect, how that information is used, where it is transferred, and how you may view and amend such information. You may be assured that we will treat all personal information as confidential and will not process it other than for a legitimate purpose. Steps will be taken to ensure that the information is accurate, kept up to date and not kept for longer than is necessary. Measures will also be taken to safeguard against unauthorized or unlawful processing and accidental loss or destruction or damage to the information.

## What type of personal information will be processed?

We collect and process various personal data about you for the purposes of providing advice, administration and relevant estate agent services which are explained in more detail below.

“**Processing**” is defined in the Act but could include obtaining, recording or holding information or data. “**Personal data**” is information which can identify you as a living individual, including where used in conjunction with other information. Common examples of personal data which may be collected and used by us in our day to day business activities include:

- name;
- date of birth;
- gender;
- marital status;
- address;
- telephone number and other contact details (including email addresses);
- job title; and
- bank account and other financial details.

**You should note that if you exercise your right to request that we stop processing all or part of your personal data and/or sensitive personal data, this could impact upon our ability**

to provide you with certain types of product and services and may ultimately result in us being unable to provide them to you at all.

## **How will my personal data be collected and used?**

We collect personal data from you to the extent necessary to provide advice, administrative and relevant estate agent services and (subject to the provisions below), related marketing activities.

We may process your personal data and sensitive personal data for the following reasons:

The administration, management and provision of advice in relation to estate agency, letting or property management services;

Our legitimate business processes and activities including internal audit, accounting, business planning and proposed and actual transactions (including joint ventures and disposals of business); and

Compliance with legal (including dealing with claims), regulatory and other good governance obligations;

This list is not exhaustive and may be updated from time to time as business needs and legal requirements dictate. Some of the personal data that we maintain will be kept in paper files, while other personal data will be included in computerised files and electronic databases.

## **Who might my personal data be shared with?**

Your personal data will be made available for the purposes mentioned above and only to responsible management, human resources, accounting, audit, compliance, information technology and other corporate staff. It may also be made available to third parties providing relevant services to us, such as solicitors, photographers, energy assessors, referencing companies, maintenance engineers, insurance providers etc. A full list of suppliers is available on request.

Certain personal data will also be reported to government authorities where required by law and for tax or other purposes. Personal data may also be released to external parties as required by legislation, or by legal process, as well as to companies you authorize us to release your personal data to. We will not sell your personal data to any third party.

## **Direct marketing**

We may wish to provide you with information about new products, services, promotions, and other information in which we think you may be interested. We may send you such information by post, email or telephone. If you use our services we may retain your address for future mailings. If you do not want your information used for direct marketing purposes at any time, please contact us by email to [sales@charlesbainbridge.com](mailto:sales@charlesbainbridge.com) or by telephone on [01227 780227](tel:01227780227) to let us know and we will not send you any direct marketing.

## **E-mail marketing**

We would also like to provide you with the above information by e-mail. However, we appreciate that e-mail “spam” has become a problem in recent years. If you are a customer or you have previously asked us for information on our services:

We may contact you regarding your service or other matters regarding transactions between us, or your customer relationship with us, or send you information on our products by e-mail, unless you have asked us not to do so; and we may also use your e-mail address to send you information about our services that we think may be of interest to you by way of informational e-mails, unless you have asked us not to do so.

**If you decide at any time that you no longer wish to receive marketing e-mails from us, please email us at [sales@charlesbainbridge.com](mailto:sales@charlesbainbridge.com).**

## **Your right to review and amend personal data**

You have the right to review your personal data held by us and have any inaccurate information about you corrected. If you wish to do so, or to notify a change in your details, please contact The Data Protection Officer on [01227 780227](tel:01227780227) or in writing to [1 The Bakery, 47 Broad Street, Canterbury, Kent, CT1 2LS](#)

How to request that we cease processing your personal data

If at any time you wish us to cease processing your personal data and would like us to stop contacting you for marketing purposes, please contact The Data Protection Officer on [01227 780227](tel:01227780227) or in writing to [1 The Bakery, 47 Broad Street, Canterbury, Kent, CT1 2LS](#)

Last reviewed 30.04.2025