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LANDLES
ESTATE AGENTS LETTINGS & MANAGEMENT SURVEY & VALUATION

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*1856 – 2026*
*Celebrating the firms 170th year*

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# PRIVACY STATEMENT

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**Privacy & Cookies**

LANDLES is committed to ensuring that your privacy is protected and our use of your personal information is governed by this Privacy Notice. On this site, "LANDLES", "our" and "we" each mean all the UK companies in the LANDLES which collect and use your information in the manner set out in this Privacy Notice. Any reference to "you" or "your" refers to anyone whose personal information we process.

**1. Introduction**

Our use of your personal data will be governed by this Privacy Notice. LANDLES is a controller for the personal information that it collects and uses about you. We will treat your personal information as confidential and in accordance with applicable data protection legislation and your personal information will only be shared with others in accordance with this Privacy Notice. This Privacy Notice explains;

- What personal information is
- How we collect your personal information
- The types of personal information we collect
- How we use your personal information
- The legal basis for processing your personal information
- How we share your personal information
- How long we keep your personal information
- How we keep your personal information secure
- Overseas transfers of your personal information
- Your rights in relation to your personal information
- How to make complaints and how to contact us

If there are any changes to the way in which your personal information is used, this Privacy Notice will be updated.

**2. What is personal information?**

Personal information is any information that tells us something about you. This could include information such as name, contact details, date of birth, bank account details or any information about your needs or circumstances which would allow us to identify you. Some personal information is classified as "special" data under data protection legislation. This includes information relating to health, racial or ethnic origin, religious beliefs or political opinions and sexual orientation. This information is more sensitive and we need to have further justifications for collecting, storing and using this type of personal information. There are also additional restrictions on the circumstances in which we are permitted to collect and use criminal conviction data. Any references to personal information in this privacy notice will include personal data, and where relevant, special categories of personal data.

**3. What personal information do we collect?**

We will collect your full name and contact details (such as phone number, email address and postal address) from you whenever you engage with us. In addition, if we are providing a service to you, or on your behalf, where we are required to do so by law, we will collect information relating to your identity, which will be at least one form of photographic identification (such as a passport, a driving licence or an identification card) and one form of documentation with proof of your place of residence (such as a recent utility bill).

Depending on the service that we provide to you (or on your behalf) we may also collect additional personal information as detailed below;

**Buy, Sell, Let, Rent**

If you are selling or letting a property through us;

- We will collect a contact telephone number to get in touch with you about organising viewings and updating you on any offers received or rental applications for your property.
- Where you are not the legal owner of the property we will request details from you as to your ability to sell or let the property such as a Power of Attorney, Guardianship Order or Grant of Probate.
- We will collect your bank account details to arrange onward payment of rent due to you

If you wish to rent a property we are listing;

- Specific access requirements so that we can find a property that is suitable for your needs

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- Your bank / building / similar account details to allow us to manage an approved tenancy deposit account for you and to set up your rental payments.
- If you are a tenant renting under the 'Right to Rent' scheme we will collect details of your Biometric residence card, your immigration status document and/or your birth certificate to carry out our required checks under this scheme

If you wish to purchase a property we are listing for sale where you have specifically provided us with these, we will collect personal information relating to any specific access requirements you may have in relation to a property so that we can find a property that is suitable for your needs. We will also collect personal information required to source a property for you and, where required, negotiate the purchase of a property on your behalf.

**Property Management**

If you wish to purchase a property we are listing for sale where you have specifically provided us with these, we will collect personal information relating to any specific access requirements you may have in relation to a property so that we can find a property that is suitable for your needs. We will also collect personal information required to source a property for you and, where we engage with you to manage property on your behalf we will ask for additional emergency contact information in case we need to get in touch with you outside of working hours or in the event there is a matter requiring your urgent attention.

**Investment Management**

Where you engage us as an individual investor we will collect information required to identify you to meet anti-money laundering and counter terrorist financing requirements. If the investor is an entity such as a company, trust or charity, we may need to collect personal information about the controllers and the beneficiaries of the entity.

**Other**

If you subscribe to receive research, news or other market updates from us, then in addition to the above we will collect details about the sector in which you work and the type of content that you would like to receive.

**4. How we use your personal information**

What is the legal basis of our data processing?

Under data protection legislation we are only permitted to use your personal information if we have a legal basis for doing so. We rely on the following legal bases to use your information;

- For employment-related purposes
- Where we need information to perform the contract we have entered into with you
- Where we need to comply with a legal obligation
- Where the processing is necessary for us to carry out activities for which it is in LANDLES legitimate interests (or those of a third party) to do so and provided that your interests and fundamental rights do not override those interests, including:
    - Processing that is necessary for us to promote our business, brands and products and measure the reach and effectiveness of our campaigns. – this will include sending you marketing information from time to time after you have engaged us to provide services or received services from us either which may be similar and of interest to you or where you have expressly indicated that you would like to receive such information. You have the right to opt out of receiving this information at any time.
    - Processing that is necessary to improve our knowledge of the real estate sector – this will include undertaking market analysis and research so that we better understand trends in the property sector and provide better knowledge along with more tailored and relevant services for our customers in the future.
    - Processing necessary for us to operate the administrative and technical aspects of our business efficiently and effectively – this will include: verifying the accuracy of information that we hold about you and create a better understanding of you as a customer; processing for administrative efficiency purposes such as where we outsource certain administrative functions to third parties who are specialists in such services; processing for network and information security purposes i.e. in order for us to take steps to protect your information against loss, damage, theft or unauthorised access or to comply with a request from you in connection with the exercise of any of your rights outlined below.

In more limited circumstances we may also rely on the following legal bases:

- Where we need to protect your interests (or someone else's interests); and/or
- Where it is needed in the public interest or for official purposes

We may process special categories of personal information and criminal conviction information in the following limited circumstances:

- With your explicit consent, in which case we will explain the purpose for which the information will be used at the point where we ask for your consent.

**How we use your personal information**

For specific information on how your personal information will be used for the services you have requested from us, please select from any of the options below;

**Buy, Sell, Let, Rent**

- We use your personal information for the purposes of fulfilling our obligations to you to let or sell your property or, if you are a buyer or tenant, for the purposes of arranging a contract for sale or a lease for you.
- If you are purchasing a property we are acting as agents for the sale of or selling a property through us we will share your personal information with your appointed solicitors and the solicitors acting for the other side of the deal as is necessary to facilitate the sale or purchase.
- If you are renting a property we are acting as letting agents of, we will share your personal data with third party referencing agencies for the purposes of the prevention and detection of crime, fraud and/or money laundering and checking your suitability to rent that property.

**Property Management**

- Where we are managing property on your behalf we may need to pass your personal information from time to time on to third party contractors whom we have engaged to carry out maintenance on your properties.

**Investment**

- Where you engage us for portfolio management services we will share your personal information with third party lenders as is necessary to allow us to fulfil our obligations to you, to raise finance for you and to properly manage and advise you on your property investments.

**Other uses of your personal information**

- If we sell any part of our business and/or integrate it with another organisation your details may be disclosed to our advisers and to prospective purchasers or joint venture partners and their advisers. If this occurs the new owners of the business will only be permitted to use your information in the same or similar way as set out in this privacy notice.
- We will share personal information with our regulators, governmental or quasi-governmental organisations, law enforcement authorities and with courts, tribunals and arbitrators as may be required from time to time in order to comply with our regulatory and legal obligations;
- Where we use third party services providers who process personal information on our behalf in order to provide services to us. This includes IT systems providers and IT contractors as well as third party referencing or screening agencies for the purposes of the prevention and detection of crime.
- We may share your personal information with any person working within the LANDLES on a need to know basis to ensure we are able to perform our obligations to you.
- We will hold your personal information on our client management systems and use this to provide you with marketing information about similar services offered by LANDLES to those which you have engaged us to provide which we feel you might find useful from time to time. You have the opportunity to opt out of receiving this information at any time.

**What happens if you do not provide information that we request?**

We need some of your personal information to perform the services you have requested from us. For example:

- where we are selling a property on your behalf we need to know your contact information so that we can update you with information on viewings, offers and the progress of the sale;
- where you have asked us to find you a property which meets certain access requirements, we may need to know some further details about your particular circumstances so that we can find you a suitable property;

We also need some information so that we can comply with our legal obligations. For example, we may need identity documents from you to meet our obligations to prevent fraud and money laundering.

If you do not provide the information required for these purposes, we will not be able to perform our contract with you and may not be able to provide services to you or continue to provide certain services to you. We will explain when this is the case at the point where we collect information from you.

**5. How we keep your information secure**

The security of information is very important to us and we have measures in place which are designed to prevent unauthorised access to your personal information including but not limited to:

- Our client files are stored on our secure client management systems. Access is restricted on our client systems to those within the business who are required to have access to your information for legitimate business purposes.
- Hard copy documentation is stored in locked rooms.

We ensure access to personal information is restricted to LANDLES employees and workers or other persons working within the LANDLES on a need to know basis. Training is provided to any of those LANDLES employees and workers who need access to personal information.

As effective as modern security practices are, we cannot guarantee the complete security of personal data held in our systems, nor that that information you supply through the internet or any computer network is entirely safe from unauthorised intrusion, access or manipulation during transmission. Any transmission is at your own risk. We will not be liable for any resulting misuse of your personal data.

**6. For how long do we keep your personal information?**

The period for which we will keep your personal information will depend on the type of service you have requested from us. The retention period may be longer than the period for which we are providing services to you where we have contractual, statutory or regulatory obligations to retain personal information for a longer period, or where we may need to retain the information in case of a legal claim, or where we are required to by our professional indemnity insures.

**7. Overseas transfers of your personal information**

We do not at this time transfer personal information for storage overseas.

**8. Your rights in relation to your personal information**

- You have a number of rights in relation to your personal information, these include the right to:
- Be informed about how we use your personal information
- Obtain access to your personal information that we hold
- Request that your personal information is corrected if you believe it is incorrect, incomplete or inaccurate
- Request that we erase your personal information in the following circumstances:
  - If LANDLES is continuing to process personal information beyond the period when it is necessary to do so for the purpose for which it was originally collected
  - If LANDLES is relying on consent as the legal basis for processing and you withdraw consent
  - If LANDLES is relying on legitimate interests as the legal basis for processing and you object to this processing and there is no overriding compelling ground which enables us continue with the processing
  - If the personal information has been processed unlawfully (i.e. in breach of the requirements of the data protection legislation)
  - If it is necessary to delete the personal information to comply with a legal obligation
- Ask us to restrict our data processing activities where you consider that:
  - personal information is inaccurate
  - our processing of your personal information is unlawful
  - where we no longer need the personal information but you require us to keep it to enable you to establish, exercise or defend a legal claim
  - where you have raised an objection to our use of your personal information
- Request a copy of certain personal information that you have provided to us in a commonly used electronic format. This right relates to personal information that you have provided to us that we need in order to perform our agreement with you and personal information where we are relying on consent to process your personal information
- Object to our processing of your personal information where we are relying on legitimate interests or exercise of a public interest task to make the processing lawful. If you raise an objection we will carry out an assessment to determine whether we have an overriding legitimate ground which entitles us to continue to process your personal information; and
- Not be subject to wholly automated decisions which produce legal effects or which could have a similarly significant effect on you.

If you would like to exercise any of your rights please contact: info@landles.co.uk

**9. Complaints and Contact Details**

**Complaints** If you have any complaints about the way we use your personal information please contact the Customer Relations Officer at LANDLES who will try to resolve the issue. If we cannot resolve any issue, you have the right to complain to the data protection authority in your country (the Information Commissioner in the UK).

**Contact details** If you have any questions, comments or requests regarding any aspect of this Privacy Policy, please do not hesitate to contact us by sending an email to info@landles.co.uk or writing to a Partner at LANDLES, Blackfriars Chambers, Blackfriars Street, King's Lynn, Norfolk, PE30 1NY

**10. The use of "cookies"**

*What is a cookie?*

*A cookie* is a small text file that is downloaded onto your computer when you visit certain websites and allows a website to recognise a user's computer. Cookies are used to help users navigate websites more efficiently and to perform certain functions, as well as to provide information to the owners of the website.

What cookies do Landles use? *The table below lists the cookies that may be used by this website and provides a description of how each cookie works,*

**How do I restrict or delete cookies?**

The cookies we use are essential for parts of the website to operate and have already been set. You may delete and block all cookies from this website, but please be aware that restricting or deleting cookies may impact on the functionality of the website. Your web browser may allow you to restrict or delete cookies set by this website. The Help function within your browser should tell you how. Alternatively, you can visit www.allaboutcookies.org which provides general information about cookies and how you can manage cookies on your computer. To opt out of being tracked by Google Analytics across all websites visit http://tools.google.com/dlpage/gaoptout.

We use cookies and other similar technologies in the operation of this website.

A cookie is a piece of information that a website puts on your device so that it can remember something about you or your device at a later date. We use cookies to distinguish you from other users of our website. This helps us to provide you with a good experience when you browse this website. By using our website, you agree to our use of cookies. This policy explains what cookies we use on our website and how you can refuse or withdraw your consent to cookies. You can find out more information about cookies at www.allaboutcookies.org and www.youronlinechoices.eu.

**Cookies that may be used in this website** We only use two types of cookie on this website:

**Session cookies** These are typically required by us to make sure you can move freely from one page to another and so that you can access and use certain services within the website. Normally these cookies only last while your browser is open and are deleted when it is closed. Some may need to remain for longer than the duration of your visit (or "session").

| Cookie's Name | Created when you | What is its purpose? |
|---|---|---|
| ASP.NET_SessionId | enter the site | Remembers which browser version you are using and certain choices you make so you do not have to repeat your choices on each page. |
| LastSearch | perform a search | Remembers what you searched so you do not need to re-key the information if you return to the search. |
| EstateWeb_CIP_EmailAlerts | perform a search | Remembers your user ID for email alerts log-in if you return to the website |
| ctl_cntrlSearch | perform a search | Controls what is displayed in search results and how results are displayed; how many per page etc. |
| CMS.User.Profiling.Profile | 'save' a property | Remembers which properties you have saved into the list |
| Form_Your Name_Forms.RadTextInput | submit a form | Variations of this cookie store data from forms you complete & submit so you don't have to enter it again |

**Persistent cookies** These cookies allow you to set and store preferences for the website, such as when you are offered the option to customise elements of the layout or content of the website. These cookies may also help us to monitor, debug and optimise the performance of the website. These cookies remain after you close your browser to remember your actions and preferences when you return to our website.

Some websites use persistent cookies to provide targeted advertising based on your device's browsing history, but not ours.

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|---|---|---|
| CMS.User.Profiling.Profile | 'save' a property | Remembers which properties you have saved into the list |
| Form_Your Name_Forms.RadTextInput | submit a form | Variations of this cookie store data from forms you complete & submit so you don't have to enter it again |
| Estateweb_CIP_Email_Alerts | perform a search | Remembers your user ID for email alerts log-in if you return to the website |
| Shortlist | 'save' a property | Used to display saved properties and to allow for arranging viewings for multiple properties |

**Refusing or withdrawing your consent to the use of cookies** You may refuse to accept cookies by altering the settings on your internet browser. For more information about how to do this, look at your browser "help" section or visit www.allaboutcookies.org or www.youronlinechoices.eu. If you adjust your internet browser settings to refuse the setting of cookies, you may not be able to access or use fully certain parts or functionality of our website.

**Updates to this policy** So that we can offer you the best possible online experience, new services using cookies may be added to our website from time to time. We aim to keep the cookie information provided here as accurate as possible and use all reasonable efforts to review regularly and update the details. When we update these details, we will post changes on this page so please check back frequently.