



Fraser & Co

Fraser & Co's Privacy Policy.

QUEST ESTATES LIMITED T/A FRASER&CO
("WE") ARE COMMITTED TO PROTECTING AND
RESPECTING YOUR PRIVACY



FIND WHAT MOVES YOU

London West End | City & Shoreditch | Colindale | Kew Bridge & Brentford | Hong Kong

Our Policy.



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T/A Fraser & Co (“We”)
are committed to
protecting and
respecting your privacy.**

Policy Explained

This policy (and any other documents referred to on it) sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us.

Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it.

By visiting www.fraser.uk.com, you are accepting and consenting to the practices described in this policy. For the purpose of the Data Protection Act 1998 (the “Act”), the data controller is Quest Estates Limited of Unit 12 West End Quay, 1 South

Contact Us

If you have any concerns or queries contact our team today on:

Call 0207 723 5645

Email us on Info@fraser.uk.com

or scan the QR to view our website



Your Data & How we use it.

Introduction

Fraser & Co's Privacy Notice outlines how we handle your personal data, ensuring confidentiality and compliance with data protection laws. As a data controller, we treat your information with the utmost confidentiality and transparency.

Personal Data Covered in This Privacy Notice

Personal Data

This term encompasses any information that can identify you or provide insight into your identity. Examples of personal data include your name, contact information, date of birth, bank account details, and any other information related to your circumstances or needs that could lead to your identification.

Special Category Data

This category includes information deemed "sensitive" under data protection legislation. Examples of special category data include health information, religious beliefs, and sexual orientation. There are strict regulations governing the collection and use of criminal conviction data, which will be clearly communicated upon request. The collection, storage, and processing of this special category data require us to have additional lawful bases as specified in the Data Protection Act 2018.

What Personal Data We Collect (information collection)

We collect a range of personal data, including identity verification documents, contact details, and other information relevant to the services we provide. This data is essential for legal compliance, identity verification, and delivering our services.



When you inquire about or register for products or services offered by Fraser & Co, we may collect personal data about you from a variety of sources including third-party platforms like Rightmove and Zoopla, social media and networking sites (such as Facebook and Twitter) and online advertising platforms or from publicly available sources, such as the HM Land Registry. When you use our products and services we will collect personal information such as:

- Your name;
- Your email addresses;
- Your phone numbers;
- Your date of birth;
- Your postal address;
- Your payment details;
- Copies of your ID e.g. passport, driving licence, birth certificate, utility bill;
- Your IP addresses;
- Proof of funds (e.g. mortgage offers, payslips or banks statements)
- Your marital status, employment details, national insurance number, nationality, residential status, bank details and credit history
- Records of your conversations with our live chat;
- Recordings of your phone calls made to our teams.
- Data about your family members or associates (if relevant to the product or service);
- Information about your property occupier status, such as whether you are a tenant, live with parents or are an owner occupier of the property where you live;
- Your residency or citizenship status in the United Kingdom and/or whether you have the permanent right to reside in the United Kingdom.

We do not routinely collect 'special category' data; however, occasionally, 'special category' personal information may be recorded where a customer voluntarily chooses to disclose health, religious, ethnicity, or criminal information to support their request for advice and/or services.

How We Use Your Personal Data

We will process your information along with data from other sources to provide products and services that meet your needs and to answer any questions you may have. Your personal data will be used to offer relevant services and share information about properties and property-related updates that may interest you. We collect this information to assist with the purchase, rental, letting, or management of properties through Fraser & Co. We may also contact you about property transaction services and offers, as well as regarding your job application, whether successful or not. We also process your data when necessary to comply with legal obligations (such as anti-money laundering laws and regulations governing estate and letting agencies) or when it is otherwise lawful to do so (laundrying laws and regulations governing estate and letting agencies) or when it is otherwise lawful to do so. Please note that information about you may be shared with partners or third parties as described in our policy, provided they adhere to the necessary legal obligations for the protection of your personal data.

How We Protect Your Personal Data

We are committed to ensuring the security of your personal data. We employ strong security measures to safeguard your personal data from unauthorised access, disclosure, alteration, or destruction. These measures include restricted access, secure data hosting, and continuous employee training on data protection practices.

How Long We Keep Your Data

We will retain your personal data whilst you use our services or while we are providing services related to you for at least seven years thereafter, for legal, regulatory and accounting reasons. This ensures compliance with data protection laws while also enabling us to provide ongoing support and services to you.

Transfers of Personal Data

When transferring data outside Europe, we ensure compliance with data protection laws by adhering to the European Commission's standard data protection clauses and implementing appropriate safeguards to protect your privacy rights.

Recruitment

If you apply for a job at Fraser & Co., we will manage your data throughout the recruitment process. The information we collect may include your contact details, identity information, work history, professional experience, educational background, correspondence with us, references etc.

If your application is unsuccessful, we will retain your personal information for 12 months after we notify you of our decision. This retention period helps us comply with non-discrimination policies. Additionally, we will keep your personal data on record for an extra 18 months to consider you for future vacancies at Fraser & Co. If you prefer that we do not retain your information, please contact us at info@fraser.uk.com.

Your Data.

Marketing Updates

We may send marketing messages if you've consented to receive them. You can unsubscribe at any time by clicking the provided link in our email footers or emailing unsubscribe@fraser.uk.com. Your privacy preferences are respected, and you have control over the communications you receive.

Accessing Your Personal Data

You have the right to access information we hold about you, subject to a fee to cover administrative costs. This ensures transparency and empowers you to understand how your data is used.

Privacy Considerations

While we strive to protect your information, it's important to be cautious about disclosing personal data online. While we employ security measures, internet transmissions aren't guaranteed to be 100% secure.

Changes to our Privacy Policy

Any changes to our privacy policy will be communicated to you through our website and, where appropriate, via email. We value transparency and will keep you informed of any updates to our practices.

You have rights regarding your personal data, including the right to access, correct, and delete the personal data that we hold and process about you, as well as the right to object to processing and request data portability. To exercise these rights or seek clarification, you can contact us directly at info@fraser.uk.com. To object to the use of your personal data (including for marketing purposes), you can inform a Fraser & Co telephone operator, tick the relevant boxes on our data collection forms, uncheck the relevant boxes to adjust your marketing preferences, or email unsubscribe@fraser.uk.com



Cookies

The Fraser & Co website and applications may automatically collect data on how you use our services. This information helps us to enhance the functionality our website and to support our services. We use tools such as Google Analytics, Google Console, and other web analysis services to gather data in order to assist with marketing and advertising efforts.

You can set your browser not to accept cookies. However, in a few cases, some of our website features may not function as a result. For more information about the cookies we use and how to change your cookie preferences, please refer to our Cookie Policy.

Complaints

At Fraser & Co, we are committed to working with you to come to a fair resolution for any complaints or concerns related to privacy matters, in compliance with The Property Ombudsman Codes of Practice.

Should you wish to raise a complaint regarding the handling of your personal data, we kindly ask that you first contact our Data Protection Officer using the contact information provided in the "How to Contact Us" section below. If you feel that we have not adequately addressed your concerns, you retain the right to escalate your complaint to your local data protection authority, the Information Commissioner's Office (ICO).



David Parris
Operations Director

If you have any concerns or queries, contact our team today on 0207 723 5645 or email us at info@fraser.uk.com.



Contact Fraser & Co.

Write to us: Fraser & Co Unit 12
West End Quay 1 South Wharf
Road Paddington W2 1JB

Call: 02077235645

Email: info@fraser.uk.com

London West End Office

Ground Floor Unit 12, West End
Quay 1 South Wharf Road London
W2 1JB Tel: +44 (0)20 7723 5645
Email: paddington@fraser.uk.com

Mill Hill East Office

Plaza Collection Sales Suite
Bittacy Hill London NW7 1BS
Tel: +44 (0)20 7725 4295
Email: info@fraser.uk.com

Property Management & Client Account Hub

First Floor Unit 12, West End Quay 1
South Wharf Road London W2 1JB
Tel: +44 (0)20 7723 5645 Email:
paddington@fraser.uk.com

Hong Kong Office

Level 18, China Building, 29
Queen's Road Central, Central
Tel: +852 9498 4333 Email:
hongkong@fraser.uk.com

City & Shoreditch Office

47 Great Eastern Street, London,
EC2A 3EP Tel: +44 (0)20 7708 6869
Email: city@fraser.uk.com

Kew Bridge & Brentford Office

571 Chiswick High Road London
W4 3AY Tel: +44 (0)20 8747 0661
Email: kewbridge@fraser.uk.com

Colindale Office

5 Charcot Rd, London NW9 5HG
Tel: +44 (0)20 8200 3070 Email:
colindale@fraser.uk.com



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