

CORPORATE POLICY PRIVACY POLICY

Bradley Hall's Privacy Policy ("Policy") provides information on how Bradley Hall and any of its subsidiaries (including BH Residential Limited & BH Mortgages), branches and any associated third party providers collect, use, secure, transfer and share your information. We comply with relevant data protection legislation where our clients are located.

Bradley Hall are committed to protecting and respecting your privacy. This Policy explains how we collect personal data, how we use it and who we might share it with.

We may review this policy from time to time, any updates to the Policy will be provided via the website. Any queries regarding the Policy or the way we process personal data should be directed to the Data Protection Officer via email at newcastle@bradleyhall.co.uk. Alternatively, you can write to Bradley Hall Data Protection Officer, 33-39 Grey Street, Newcastle upon Tyne, NE1 6EE. Any subject access requests will be dealt with in a reasonable timescale.

WHO WE ARE

Bradley Hall are a firm of Chartered Surveyors and Estate Agents with six branches across the North East region. Our services include Commercial and Residential Real Estate Agency, Commercial and Residential Property Management, Building Surveying, Valuation, Lease Advisory & Professional Services, Land and Development Consultancy and Mortgages. To find out more please visit our website www.bradleyhall.co.uk.

Bradley Hall is incorporated in England and our registered office is at 33-39 Grey Street, Newcastle upon Tyne, NE1 6EE (Registered Company Number 06140702) and registered for VAT purposes with number GB 556172338.

We are also registered with the Information Commissioner's Office as a data controller (Registration number: Z1084902).

HOW DO WE COLLECT INFORMATION FROM YOU?

We collect information from you in a number of ways:

Directly from you via email and mail correspondence or via phone

Through our website - including My BH and cookies (please refer to the relevant cookie notice for further details)

Through our social media

In person via Bradley Hall, or its subsidiaries, employees

Information we receive from external third parties such as solicitors, other agents etc.

In line with changes introduced by way of the General Data Protection Regulations (GDPR) effective 25th May 2018 we will now require you to opt in to certain data uses by us.



Head Office

33-39 Grey Street, Newcastle upon Tyne, NE1 6EE

0191 232 8080 | newcastle@bradleyhall.co.uk | www.bradleyhall.co.uk

Bradley Hall Limited - Registered address: 33-39 Grey Street, Newcastle upon Tyne, NE1 6EE | Registered in England - Company Number: 06140702 | Group VAT registration no: 556172338.
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Regulated by RICS

It is your choice as to how you share your information with us but please be aware that some methods are not secure. If you are unsure how you should send confidential data to us please contact us and we will be able to advise you further.

WHAT TYPE OF INFORMATION DO WE COLLECT FROM YOU?

We will collect different information from you depending on our relationship with you:

We will collect the information we need to provide you with the products and services you have requested from us

We will collect the data we need to comply with our legislative duties eg. in line with Anti-Money Laundering Regulations, Right to Rent checks etc

We will collect the data we need to administer leases and tenancies

We will collect information we need to arrange events such as our fundraising events and the administration of those events. This is likely to include dietary requirements and any other pertinent information related to your requirements.

If we receive a complaint or query from members, registered firms or members of the public, we will collect the data required to consider the complaint or query effectively.

If you apply for a job at Bradley Hall we will collect enough data to process your application.

WHETHER PROVIDING DATA IS STATUTORY/CONTRACTUAL & THE CONSEQUENCES OF NOT PROVIDING IT

Provision of Personal Data

Is the provision of personal data statutory or contractual?

The provision of certain personal data is primarily contractual and, in some circumstances, required to meet legal and regulatory obligations.

Personal data is required to:

- enter and perform contracts with customers, suppliers, or business partners.
- process orders, manage accounts, and deliver goods and services.
- verify identity and prevent fraud; and
- comply with applicable legal, regulatory, accounting, and tax obligations.

What are the consequences of not providing personal data?

If you choose not to provide the personal data, we request:

- we may be unable to enter a contract with you.
- we may be unable to fulfil orders, supply goods, or provide services.
- we may be unable to conduct necessary verification, compliance, or fraud prevention checks; and
- as a result, our services may be delayed, restricted, or declined.

Where personal data is requested for optional purposes, such as marketing communications, providing this data is not mandatory, and you may withdraw your consent at any time without affecting your ability to receive goods or services from us.



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HOW IS YOUR INFORMATION USED?

We will use your data in accordance with the law. The below sections outline how your data will be used.

The following activities we will carry out only with your opt-in consent:

Using your contact details to tell you about property opportunities

Using your contact details to send you marketing materials about specific events and offers

We will use your data in the following ways unless you unsubscribe:

We may use your contact details to send you marketing messages, if you have contracted with us to procure a service from us.

We may send clients copies of our corporate property & lifestyle magazine, Portfolio.

This is in the legitimate interest of Bradley Hall and its clients and you will be given the opportunity to unsubscribe from the mailing list at the time of registration and at any time by changing your preferences. You can find out more about Portfolio magazine on our website.

We may use your contact details to send you surveys and other research material carried out in the legitimate interest of Bradley Hall (e.g. to improve the services we offer).

Should you provide personal data to us, there are circumstances when we will use it whether you provide us with express consent or not.

The below lists some of the ways we may use data without your express consent:

We will use your data to administer employment contracts and payments

We will use your data to provide you with services you have requested from us (such as processing payments or delivering services), or any other legal reason.

We will use your data to administer leases, this includes collecting rent and service charges etc.

We may share the personal data of tenants with utility suppliers, local authorities and debt collection agencies in line with lease provisions

We will share your contact details with our approved contractors where you have requested/reported repair and maintenance issues

We will share personal data with a third party if required to do so by law

If you make a complaint we will process your data to address any concerns effectively. This includes complaints through our Complaints Handling Procedure and via the Property Redress Scheme.

If you contact us and provide us with your personal data as part of a query we will keep a record of those details for a period of 36 months.



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CREDIT REFERENCE AND AFFORDABILITY CHECKS

To help us assess applications, prevent fraud, and meet our legal and regulatory obligations, we may obtain information about you from credit reference agencies (CRAs).

We obtain this information via **Creditsafe**, which uses its data partner **TransUnion** to supply consumer credit and identity data.

- **Creditsafe Business Solutions Limited** is authorised and regulated by the Financial Conduct Authority
FCA Firm Reference Number: **742313**
- **TransUnion International UK Limited** is authorised and regulated by the Financial Conduct Authority
FCA Firm Reference Number: **805757**

The information we receive may include data relating to your identity, credit commitments, payment history, and public record information. This data is used solely for legitimate business purposes, including creditworthiness assessment, identity verification, and fraud prevention, in accordance with applicable data protection laws.

Further information about how Creditsafe and TransUnion process your personal data can be found in their respective privacy notices:

- **Creditsafe Privacy / Transparency Notice:**
[Transparency Notice / Customers & Suppliers](#)
- **TransUnion CRAIN (Credit Reference Agency Information Notice):**
<https://www.transunion.co.uk/legal/privacy-centre/pc-credit-reference>
- **TransUnion Bureau Privacy Notice:**
<https://www.transunion.co.uk/legal/privacy-centre/pc-bureau>

WHO HAS ACCESS TO YOUR INFORMATION?

Employees of Bradley Hall and its subsidiaries will have access to your personal data where it is needed to carry out a specific task.

For employees, on occasion we may use third parties to process personal data on our behalf (data processors), if we do this we will use carefully selected data processors and ensure we have appropriate contracts in place to protect your data. For example, we outsource some of our HR activities to solicitors and we provide details of driving licences etc to our fleet insurance brokers. In the 'How is your information used?' section it describes circumstances in which other parties may be given access to your data, this includes other public authorities such as the police, HMRC etc.



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INTERNATIONAL TRANSFERS & SAFEGUARDS

We may transfer personal data to recipients or service providers located outside the UK and/or European Economic Area (EEA).

Where such transfers take place, we ensure appropriate safeguards are in place to protect personal data in accordance with applicable data protection laws. These safeguards may include the use of approved standard contractual clauses, international data transfer agreements, or transfers to countries that have been recognised as providing an adequate level of data protection.

PROFILING

We may analyse your personal information to create a profile of your interests and preferences so that we can contact you with information relevant to you. We may make use of additional information about you when it is available from external sources to help us do this effectively. You have the right to stop us analysing your personal data for marketing purposes. If you wish to do this please send your request to newcastle@bradleyhall.co.uk.

YOUR CHOICES AND RIGHTS

You have a right to access the personal data we hold about you. You may ask us to rectify or erase the personal data we hold about you or to restrict the processing we carry out. You can also object to the way we are processing your personal data.

In some cases, we may not fully comply with your request. For example, we are required by our regulatory body, RICS, to retain our case files for specific periods of time following the conclusion of an instruction.

To submit a question about the way we process your data or to enforce your above rights please contact newcastle@bradleyhall.co.uk with your request.

We would always ask that you contact us first if you have any complaints about the way we are processing your personal data. If you have contacted us and you are still unhappy about the way we are using your data, you can submit a complaint to the Information Commissioners Office (ICO).

RIGHT TO DATA PORTABILITY

You have the right to receive your personal data in a structured, commonly used, and machine-readable format, and to request that we transfer it to another organisation where technically feasible, readable format, and to request that we transfer it to another organisation where technically feasible.

HOW YOU CAN ACCESS AND UPDATE YOUR INFORMATION

You can submit a request for access to newcastle@bradleyhall.co.uk or contact us via any means to provided updated information.



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Security precautions

We take the security of your data seriously. We are currently updating and extending the data security management systems which are already in place.

WHERE IS YOUR PERSONAL DATA PROCESSED?

Bradley Hall are based only in the UK and this is where your personal data will be processed.

INTERNATIONAL TRANSFERS & SAFEGUARDS

We may transfer personal data to recipients or service providers located outside the UK and/or European Economic Area (EEA).

Where such transfers take place, we ensure appropriate safeguards are in place to protect personal data in accordance with applicable data protection laws. These safeguards may include the use of approved standard contractual clauses, international data transfer agreements, or transfers to countries that have been recognised as providing an adequate level of data protection.



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UNDER 16

The services provided by Bradley Hall and its subsidiaries are intended for individuals over the age of 16. If you are aged 16 or under, please get your parent/guardian's permission before you provide us with personal information.

REVIEW OF THE BRADLEY HALL PRIVACY POLICY

The content of the policy may be reviewed and changed without prior notice, please visit the policy for any changes.

Please write to the Data Protection Officer if you:

- a) have any questions about how Bradley Hall collects and uses your information;
- b) want to access the information Bradley Hall hold about you;
- c) address any concerns about the information you have provided Bradley Hall; or
- d) have any complaints about how Bradley Hall uses your information.

You can contact us as follows:

Data Protection Officer
Bradley Hall
Third Floor
33-39 Grey Street
Newcastle upon Tyne
NE1 6EE
newcastle@bradleyhall.co.uk

Last review date 16/03/2026



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