



PROBATE PROPERTY SOLUTIONS

Privacy Policy

This Privacy Notice explains how Probate Property Solutions (“we”, “us”, “our”) protect and process our personal data on behalf of our clients and others using our services and website.

PERSONAL DATA

Typically, the information we collect and request from you is your full name, postal address, date of birth, email address and contact number.

USE OF YOUR PERSONAL DATA

All personal data we acquire is used carry out a bespoke service to you.

DISCLOSURE OF DATA

Although rarely necessary, during our work we may disclose some information to parties outside of us. Examples include:

- RICS Surveyor so they can provide a probate valuation.
- Solicitors or Barristers
- Administration or Heir hunter companies if their services are required.

SHARING OF DATA

We do not share personal information with third parties unless it is necessary to carry out our service. As some of your information is stored on a computer, it could be shared with our system maintainers; however, steps are taken to protect your data should third party access be required.

DATA TRANSFERRED OUTSIDE THE EEA

In the rare cases that the parties we need to disclose information to are based outside of the EEA, a high level of security precautions will be employed to keep your personal information safe.

OUR WEBSITE

We use Google Analytics to collect standard internet log information and details of visitor behaviour patterns. This information is processed in a way that does not identify anyone.

DATA PROTECTION & SECURITY

We have company policies and procedures in place to protect your data from loss, misuse, alteration or unintentional destruction. Our staff who have access to the information have been trained to respect your confidentiality and to look after the data in our possession.

INACCURATE INFORMATION

If you believe any information, we hold about you is incorrect or incomplete or has been changed since you told us, please let us know as soon as possible so that we can update our records.

YOUR RIGHTS

From the 25th of May 2018 you are entitled to:

- Request a copy of the personal data we hold for you.
- Request for your data to be deleted.
- Correct the data we hold for you.
- Restrict data processing.
- Object to the use off your personal data.

AUTOMATED DECISION MAKING

We do not use your information for automated decision making.



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HOW LONG WE STORE YOUR DATA FOR

Information is held on computers and manual files; we only retain information for as long as is necessary to carry out our service and to meet our legal obligation.

CHILDREN

Our website and services are not aimed specifically at children. However, if a child would like to use our services, we will require a parent or guardian's consent in order to process their personal data lawfully.

COMPLAINTS PROCEDURE

If you have any complaints or concerns over how your data will be or is being used, please contact us at jade@probate-ps.co.uk. We will acknowledge your request within 2 working days and respond completely within 14 working days thereafter. If you are not satisfied with our response, the UK regulator on data protection issues is the Information Commissioners Office, their telephone number is 0303 1232 1113 and their website is www.ico.org.uk.



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