

Privacy Policy

1. Introduction

Welcome to Maddox Noel. We are committed to safeguarding your privacy and ensuring that your personal information is protected in accordance with the Data Protection Act 2018 and the UK General Data Protection Regulation (UK GDPR). This Privacy Policy outlines how we collect, use, store, and protect your data when you engage with our services, visit our website, or interact with us through other means.

2. Who We Are

Maddox Noel ("we," "us," "our") is the data controller responsible for your personal data. Our registered office is located at Suite 1.17, Colony, 1 Silk Street, Ancoats M4 6LZ. If you have any questions or concerns about how we handle your data, please contact us at lettings@maddoxnoel.com.

3. Information We Collect

We collect and process various types of personal information depending on the services you engage with, including:

- Personal Identification Information: Full name, date of birth, gender, marital status, and contact details (address, phone number, email).
- Property and Financial Information: Property requirements, financial data (such as bank account



details), employment details, proof of funds, and ownership information.

- Legal and Compliance Information: Identity verification documents, previous address details, and information related to Anti-Money Laundering (AML) regulations.

- Communication

Preferences: Preferences for receiving marketing and promotional materials.

4. How We Collect Your Data

We collect your data in several ways, including:

- Direct Interactions: When you fill out forms, contact us via email, phone, or through our website.

- Third-Party Interactions: When we receive information from third parties, such as credit agencies, referencing companies, or publicly available sources like the Land Registry.

5. How We Use Your Data

Your personal data is used for the following purposes:

- Service Delivery: To provide our letting, renting, buying, and selling services, including property management and related activities.

- Legal Obligations: To comply with legal and regulatory requirements, including AML and fraud prevention.

- Marketing and Communication: To send you information about properties, services, and special offers that may interest you, with your consent.

- Improving Services: To analyse website traffic, improve user experience, and enhance our service offerings.



6. Sharing Your Data

We may share your data with third parties, including:

- Service Providers: Third-party suppliers who assist us in providing services, such as solicitors, mortgage brokers, surveyors, and maintenance contractors.
- Legal and Regulatory Authorities: HMRC, the police, and other governmental or quasi-governmental organizations as required by law.
- Marketing and Analytics: Third-party providers like Google Analytics to understand website usage and enhance our marketing efforts.

7. Cookies

Our website uses cookies to enhance user experience, analyse site traffic, and improve our services. For detailed information on the cookies we use, please refer to our Cookies Policy.

8. Security and Performance

We are committed to ensuring that your data is secure. We use appropriate technical and organizational measures to protect your personal information from unauthorized access, alteration, or disclosure. This includes encryption, secure servers, and regular security audits.

9. Your Rights

You have several rights regarding your personal data, including:

- Access: You may request access to the personal data we hold about you. ? Correction:

You may request correction of any inaccurate or incomplete data.



- Erasure: You may request the deletion of your data ("right to be forgotten") under certain circumstances, subject to legal obligations.

- Objection: You may object to the processing of your data in certain cases, such as direct marketing.

To exercise these rights, please contact us at lettings@maddoxnoel.com.

10. Data Retention

We retain your personal data only as long as necessary to fulfil the purposes for which it was collected, or as required by law. The retention period varies depending on the service provided and legal requirements. After the retention period expires, your data will be securely deleted.

11. Anti-Money Laundering Compliance

Maddox Noel is committed to preventing money laundering and terrorism financing. We adhere strictly to the Proceeds of Crime Act 2002, the Money Laundering Regulations 2017, and other relevant legislation. We are required to collect and retain specific information, such as proof of identity and source of funds, and to report any suspicious activities to the National Crime Agency.

12. Changes to This Policy

We may update this Privacy Policy from time to time. Any significant changes will be communicated to you directly, where possible, or posted on our website. We encourage you to review this policy periodically.

13. Contact Us



www.maddoxnoel.com



lettings@maddoxnoel.com



0161 937 2636

If you have any questions or concerns about this Privacy Policy, or if you wish to make a complaint, please contact us at:

Maddox Noel

Suite 1.17

Colony

1 Silk Street

Ancoats

M4 6LZ

Email: lettings@maddoxnoel.com

0161 937 2636

Thank you for choosing Maddox Noel. We are dedicated to protecting your privacy and providing you with the highest level of service.



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