

Cooper Young is strongly committed to protecting personal data. This privacy statement describes why and how we collect and use personal data and provides information about individuals' rights. It applies to personal data provided to us, both by individuals themselves or by others. We may use personal data provided to us for any of the purposes described in this privacy statement or as otherwise stated at the point of collection.

If as a visitor to this website, you choose to submit information, you agree to the use of such data in accordance with the terms set out in this privacy statement.

Your privacy is important to us and we are committed to keeping your information secure and managing it in accordance with our legal responsibilities under applicable data protection laws.

In this Privacy Policy the terms, 'we' or 'us' is Cooper Young & Partners Ltd, trading as Cooper Young. Personal data is any information relating to an identified or identifiable living person. When "you" or "your" are used in this statement, we are referring to the relevant individual who is the subject of the personal data. Cooper Young processes personal data for numerous purposes, and the means of collection, lawful basis of processing, use, disclosure, and retention periods for each purpose may differ.

It is important that the personal data we hold about you is accurate and current. Should your personal information change, please notify us of any changes of which we need to be made aware by contacting us, using the contact details below.

## 1. PURPOSE OF THIS NOTICE

This notice describes how we collect and use personal data about you, in accordance with the General Data Protection Regulation (GDPR), the Data Protection Act [1998 OR 2018] and any other national implementing laws, regulations and secondary legislation, as amended or updated from time to time, in the UK ('Data Protection Legislation'). Please read the following carefully to understand our practices regarding your personal data and how we will treat it.

## 2. ABOUT US

Cooper Young is the trading name of Cooper Young & Partners Ltd, registered in England and Wales. Company Registration Number: 09355650. Our registered office is at Hunter House, 109 Snakes Lane West, Woodford, Essex, IG8 0DY.

For the purpose of the Data Protection Legislation and this notice, we are the 'data controller'. This means that we are responsible for deciding how we hold and use personal data about you. We are required under the Data Protection Legislation to notify you of the information contained in this privacy policy.

We have appointed a Data Protection Manager, who should be your first point of contact in regards to any concerns and is responsible for assisting with enquiries in relation to this privacy notice or our treatment of your personal data. If you have any questions about this privacy policy or our privacy practices, please contact our DPM in the following ways:

Full name of legal entity: Cooper Young & Partners Ltd  
For the attention of: Manish Sangani  
Email address: mail@cyca.co.uk  
Telephone number: +44 (0) 208 498 0163

## 3. HOW WE MAY COLLECT YOUR DATA

We obtain personal data about you, for example, when:

- a) you request a proposal from us in respect of the services we provide;
- b) you request a proposal from us in respect of the services we provide;

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- c) you request us to provide our services and also during the provision of those services;
- d) you contact us by email, telephone, post or social media for example when you have a query about our services; or
- e) from third parties and/or publicly available resources for example, from your employer or from Companies House.

In the event that you choose to supply personal information either through the website or by telephone we will collect, use, share and store this personal data. We collect this information when we speak to you on the telephone, from an online application made via our website and from documents, email or other correspondence that you send to us.

Where personal and financial information relating to another person or your partner is supplied by you, you confirm that you have their consent or are otherwise entitled to provide this information to us and for us to use it.

Cooper Young does not usually seek sensitive information (e.g., data relating to race or ethnic origin, religious beliefs, criminal records, physical or mental health, or sexual orientation) from you. We will, where necessary, obtain your explicit consent to collect and use such information.

### **4. INFORMATION WE MAY HOLD ABOUT YOU**

The information we hold about you may include the following

- a) your personal details (such as your name and/or address);
- b) Details of contact we have had with you in relation to the provision, or the proposed provision, of our services;
- c) Details of any services you have received from us;
- d) our correspondence and communications with you;
- e) Information about any complaints and enquiries you make to us;
- f) Information we receive from other sources, such as publicly available information, information provided by your employer or information from our member network firms.

### **Cookies**

To ensure that our website is well managed and to facilitate improved navigation within the site, we or our service provider(s) may use cookies (small text files stored in a user's browser) to collect aggregate data. We may use such devices to track information on our systems and identify categories of visitors by items such as IP address, domain, browser type and pages visited. This information is reported to our website administrator who uses the information to analyse the number of visitors to different areas of the site and to make sure that our website is serving as a useful, effective information source.

### **5. HOW WE USE PERSONAL DATA**

We will only use any personal information which you supply to us through this website or on the telephone when the law allows us to. The law states that we must identify the purpose and basis upon which we use your personal data.

We may process your personal data for purposes necessary for the performance of our contract with you and to comply with our legal obligations and to prevent and detect fraud, money laundering and other crimes. Your personal data may also be used to meet our obligation to regulatory authority as well as carrying out regulatory and due diligence checks.

We may process your personal data for the purposes necessary for the performance of our contract with our clients. This may include processing your personal data where you are an employee, subcontractor, supplier or customer of our client.

We may process your personal data for the purposes of our own legitimate interests provided that those interests do not override any of your own interests, rights and freedoms which require the protection of personal data. This includes processing for business development, statistical and management purposes. We will ensure that any such marketing activities comply with applicable law, as well as

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ensuring that we implement procedures to obtain necessary consents before sending you emails containing information about Cooper Young and its service offerings so that we can pursue our legitimate interest in creating long term and lasting relationships with you. You may at any time request that we discontinue sending you such materials.

Please note that we may process your personal data for more than one lawful basis depending on the specific purpose for which we are using your data. We may also use your personal data to:

- a) carry out our obligations arising from any agreements entered into between you and us (which will most usually be for the provision of our services);
- b) carry out our obligations arising from any agreements entered into between our clients and us (which will most usually be for the provision of our services) where you may be a subcontractor, supplier or customer of our client;
- c) provide you with information related to our services and our events and activities that you request from us or which we feel may interest you, provided you have consented to be contacted for such purposes;
- d) notify you about any changes to our services.

In some circumstances we may anonymise or pseudonymise the personal data so that it can no longer be associated with you, in which case we may use it without further notice to you.

If you refuse to provide us with certain information when requested, we may not be able to perform the contract we have entered into with you. Alternatively, we may be unable to comply with our legal or regulatory obligations.

We may also process your personal data without your knowledge or consent, in accordance with this notice, where we are legally required or permitted to do so.

### 6. RETENTION OF DATA

We will only retain your personal data for as long as is necessary to fulfil the purposes for which it is collected and in line with statutory and professional rules of retention. In the majority of instances, the period for retaining your personal data shall be 6 years from the date of closure of contact which you may have with us. In the event that the basis on which we are holding your personal information requires this information to be kept for a reduced period of time then it shall be retained in accordance with our retention policies in place from time to time. When assessing what retention period is appropriate for your personal data, we take into consideration:

- e) The requirements of our business and the services provided;
- f) Any statutory or legal obligations;
- g) The purposes for which we originally collected the personal data;
- h) The lawful grounds on which we based our processing;
- i) The types of personal data we have collected;
- j) The amount and categories of your personal data; and
- k) Whether the purpose of the processing could reasonably be fulfilled by other means.

Where we need to use your personal data for another reason, other than for the purpose for which we collected it, we will only use your personal data where that reason is compatible with the original purpose.

Should it be necessary to use your personal data for a new purpose, we will notify you and communicate the legal basis which allows us to do so before starting any new processing.

### 7. DATA SHARING

We will only share personal data with others when we are legally permitted to do so. Where we share data with others, we put contractual arrangements and security mechanisms in place as appropriate to protect the data and to comply with our data protection, confidentiality and security standards.

***Why might you share my personal data with third parties?***

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We will share your personal data with third parties where we are required by law, where it is necessary to administer the relationship between us or where we have another legitimate interest in doing so.

### ***Who might you share my personal data with?***

Our staff may have access to your data to provide you with the services and support for which you engage us. These staff are directly employed employees in the traditional sense of employees. In addition, and from time to time, we may also instruct external consultants (lawyers, tax advisors, etc.) to manage or assist on certain matters relating the work you have engaged us to carry out. Prior to engagement, they are required to sign our contract for services and are therefore always subject to our robust data management policies.

We may also need to share your personal data with a regulator or to otherwise comply with the law, such as government departments such as HMRC, Companies House, HM Land Registry to fulfil your and our legal obligations.

We may also need to share your personal data with our auditors and external assessment bodies to achieve and maintain any regulatory or quality assurance standards and accreditations which meet our legal obligations and enable us to provide quality legal services to you.

As part of our customer due diligence checks we may also share your personal data with credit reference agencies to check your identity as well as property search companies to identify any issues that might influence your decision to buy or sell a property.

In respect of our insolvency appointments, you will also note that the Statement of Affairs disclosed to the creditors will include personal data in the form of the names and addresses of individual creditors, together with the amounts owed to them. The Directors are required to include this information in the Statement of Affairs, and send a copy to all known creditors, by virtue of section 99 and 100 of the Insolvency Act 1986 and rules 6.3, 6.4 and 6.14 of the Insolvency (England and Wales) Rules 2016. As a result, this is a valid use of the personal data of individual creditors, and it is not a breach of the Global Data Protection Regulations (GDPR).

## **8. TRANSFERRING DATA**

We will not transfer the personal data we collect about you outside of the EEA except for our outsourced sub-contractor arrangements to carry out the business, who are bound by our ethical and privacy rules.

## **9. DATA SECURITY**

We have put in place commercially reasonable and appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal data on our instructions, and they are subject to a duty of confidentiality.

We have put in place procedures to deal with any suspected data security breach and will notify you and any applicable regulator of a suspected breach where we are legally required to do so. However, no internet-based site can be 100% secure and we cannot be held responsible for unauthorised or unintended access that is beyond our control.

## **10. YOUR RIGHTS OF ACCESS, CORRECTION, ERASURE AND RESTRICTION**

Individuals have certain rights over their personal data and controllers are responsible for fulfilling these rights. Individuals' rights may include the right of access to personal data, to rectification of personal data, to erasure of personal data / right to be forgotten, to restrict processing of personal data, to object to processing of personal data, to data portability, the right to withdraw consent at any time (where processing is based on consent) and the right to lodge a complaint with a supervisory authority.

Under certain circumstances, by law you have the right to:

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- a) Request access to your personal data: this enables you to receive details of the personal data we hold about you and to check that we are processing it lawfully. Request correction of the personal data that we hold about you. Request erasure of your personal data.

This also allows you to ask us to delete or remove personal data where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal data where you have exercised your right to object to processing (see below). Object to processing of your personal data where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this basis. You also have the right to object where we are processing your personal information for direct marketing purposes;

- b) Request the restriction of processing of your personal data. This enables you to ask us to suspend the processing of personal data about you, for example if you want us to establish its accuracy or the reason for processing it;
- c) Request the transfer of your personal data to you or another data controller if the processing is based on consent, carried out by automated means and this is technically feasible.

If you want to exercise any of the above rights, please email our data protection point of contact [mail@cyca.co.uk](mailto:mail@cyca.co.uk). You will not have to pay a fee to access your personal data (or to exercise any of the other rights). However, we may charge a reasonable fee if your request for access is clearly unfounded or excessive. Alternatively, we may refuse to comply with the request in such circumstances.

We may need to request specific information from you to help us confirm your identity and ensure your right to access the information (or to exercise any of your other rights). This is another appropriate security measure to ensure that personal information is not disclosed to any person who has no right to receive it.

### 11. RIGHT TO WITHDRAW CONSENT

In the limited circumstances where you may have provided your consent to the collection, processing and transfer of your personal data for a specific purpose (for example, in relation to direct marketing that you have indicated you would like to receive from us), you have the right to withdraw your consent for that specific processing at any time. To withdraw your consent, please email our data protection point of contact [mail@cyca.co.uk](mailto:mail@cyca.co.uk).

Once we have received notification that you have withdrawn your consent, we will no longer process your personal information (personal data) for the purpose or purposes you originally agreed to, unless we have another legitimate basis for doing so in law.

### 12. CHANGES TO THIS NOTICE

Any changes we may make to our privacy notice in the future will be provided to you via an updated version on our website <http://www.cyca.co.uk/>. This privacy notice was last updated on 16 October 2020.

### 13. COMPLAINTS

We hope that you won't ever need to, but if you do want to complain about our use of personal data, please send an email with the details of your complaint to [.mail@cyca.co.uk](mailto:mail@cyca.co.uk). We will look into and respond to any complaints we receive.

You also have the right to lodge a complaint with the supervisory authority in your country of residence, place of work or the country in which an alleged infringement of data protection law has occurred within the EU. The Information Commissioner's Office ("ICO") is the UK data protection regulator/supervisory authority. For further information on your rights and how to complain to the ICO. The ICO's contact details are as follows:

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Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Telephone – 0303 123 1113 (local rate) or 01625 545 745  
Website – <https://ico.org.uk/concerns>

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