

## THE ZOE NAPIER GROUP

### Privacy Statement, General Data Protection Regulation Compliance and Company Information

This statement informs you of the regulatory details surrounding our company, and the data that we hold about you, and how we might use and share that data. It also includes how you can limit our use of your data, and states that we may only contact you according to your preferences and for the purposes you have agreed to. This ensures we safeguard your data and privacy in accordance with the Data Protection Regulation (GDPR) as it applies in the UK, tailored by the Data Protection Act 2018, and in accordance with the UK Information Commissioner's Office (ICO) guidance, statutory ICO codes of practice, and European guidance published by the European Data Protection Board (EDPB).

#### Company Details

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##### *Office Address:*

Zoe Napier Group  
The Toll House  
Fullbridge Quay  
Maldon  
Essex  
CM9 4LE

Tel. 01621 840333  
Email: [info@zoenapier.co.uk](mailto:info@zoenapier.co.uk)

The Zoe Napier Group is a trading name of Zoe Napier & Associates Limited

##### *Registered Address:*

RICHARD EDWARDS GROUP LLP  
The Maltings Rosemary Lane  
Halstead  
Essex  
CO9 1HZ

Registered in England No. 07253534  
VAT No. GB 104276737

The company has public liability and professional indemnity insurance



## Data we hold about you

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Any or all of the following data may be held by us after your consent to do so has been given. Note that we may not collect all this information at one time, since we only hold data relevant for your needs and preferences (see “Data Use” below).

- Name (Title, First name, Surname)
- Email Address
- Contact telephone numbers
- Address (House, Street, Town, County, Postcode)
- Financial Information
- Identification Information

## Data Use

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We will only use your data in the ways that you have agreed with us.

We only store the minimum amount of data required for us to complete the business transactions requested by you and required for that purpose.

We may use your data within our own business Marketing Department to contact you over properties, services or products that you may be interested in.

In order for us to complete certain business transactions as part of your contract or enquiry with us, your information may need to be shared with trusted third parties with whom we are satisfied conform to the same privacy and data protection regulations as ourselves.

Your data may be used by us for mandatory checks in accordance with our regulator and the statutory regulations applicable to our business.

We may use your data to conduct our own research and analysis to enable us to improve our products and services.

We will never disclose your data to any non-trusted third party, nor any trusted party that is not relevant to your requested or required business transactions with us.

## Data Retention and Security

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This data will be retained by us for a maximum period of 5 years from the last transaction date with you.

Your data is securely held on our office systems that have suitable protection from physical, virtual, local, remote or other types of malicious attacks.

We have implemented and follow strict security procedures and processes to ensure only authorised personnel access your data for the uses that you have agreed to.



## Your Rights

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You have the following rights as defined under GDPR (see <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/>)

- The right to be informed of the data we hold about you
- The right of access to your data
- The right to rectification of incorrect data
- The right to erase your data from our systems (we may, however, have an overriding regulatory and legal obligation to retain your data for the full 5 year period, in which case we will inform you that full erasure is not possible, what data we are retaining, and the reasons why)
- The right to restrict processing of your data
- The right to data portability (sharing of your data)
- The right to object to the way we use your data
- Rights in relation to automated decision making and profiling

You may contact us at any time to update your preferences, or to make a request regarding any of the points above by emailing: [info@zoenapier.co.uk](mailto:info@zoenapier.co.uk)

## Your Agreement

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We have various methods by which you can agree to the data we hold, your preferences, and how it is used. These may be via online systems, email, or a written contract as part of our normal business transactions with you.

You can request the amendment or removal of your data at any time by contacting us as detailed above.

By submitting your information to us, you consent to the terms of this policy.