Bruno Housing Partners Limited

Privacy Notice for Prospective Purchasers and Home Buyers

1. Introduction

Bruno Housing Partners Limited ("Bruno", "we", "our" or "us") is committed to protecting your privacy and handling your personal information fairly, lawfully and transparently in accordance with data protection and privacy laws.

This Privacy Notice explains how we collect, use, share and protect your personal information when you express an interest in purchasing or reserving a property connected with us and/or our business partners.

Bruno is involved directly and/or indirectly in the acquisition, development, financing, management and/or marketing of residential and other properties. Properties sold by Bruno are developed, marketed and administered with the assistance of third parties. As a result, your personal information may be shared between Bruno and those organisations where necessary to facilitate the purchase of your property, comply with legal and regulatory requirements and provide customer support. In the normal course, your personal information may be collected in the first instance by those organisations (or by estate agents, panel conveyancers or other agents, representatives or service providers acting on their behalf) when you express an interest in, or agree to purchase, a property, and may be shared by or on behalf of those organisations with Bruno and/or our service providers or advisors pursuant to collaboration and data sharing arrangements.

You should therefore also read the privacy notices of the relevant third parties, together with any supplemental privacy information provided to you by them in connection with your property, which describe how they collect and process your personal information before it is shared with us.

There may also be circumstances where your personal data is provided by you to, or collected directly from you by, Bruno.

Please read this Privacy Notice carefully so that you understand how and why we use your personal information and the rights available to you.

2. Who We Are

Bruno Housing Partners Limited is the data controller responsible for the personal information described in this Privacy Notice.

Bruno Housing Partners Limited
Duo, Level 6, 280 Bishopsgate, London, United Kingdom, EC2M 4RB

Company number **17461855**

You can contact us about this Privacy Notice or your personal information by writing to us at the address above.

3. The Information We Collect

We may collect and process the following categories of personal information:

Information you provide to us and/or which we receive from third parties

- Your full name

- Postal address
- Email address
- Telephone number
- Date of birth
- Details of the property you are interested in purchasing
- Financial information required to assess affordability or progress your purchase, including mortgage status indicators and sources of funds information
- Identification documents provided for anti-money laundering, know-your-client and fraud prevention checks
- Correspondence and communications with us
- Details equivalent to the above that you provide for others (such as family members) involved in your interest or purchase of our properties

Third parties from which we receive your personal information

We may receive personal information from:

- Third parties involved in developing, marketing or administering properties connected with us and/or our business partners, and their representatives and service providers
- Estate agents and sales agents acting on our behalf and/or on behalf of third parties involved in developing, marketing or administering those properties
- Mortgage advisers and lenders
- Solicitors and conveyancers
- Credit reference agencies
- Anti-fraud and anti-money laundering service providers
- Other service providers involved in your property purchase or in the operation of our business and/or the businesses of third parties involved in developing, marketing or administering those properties

4. How We Use Your Information

We use your personal information for the following purposes:

To manage your enquiry and property reservation

- Responding to enquiries about our properties
- Arranging appointments and viewings
- Managing reservations and expressions of interest

To progress your purchase

- Preparing sales documentation

- Liaising with your solicitor, mortgage provider and other professional advisers
- Completing the sale and transfer of the property

To comply with legal and regulatory obligations

- Conducting identity verification checks
- Complying with anti-money laundering requirements
- Preventing fraud and financial crime
- Meeting regulatory and legal obligations

To manage customer relationships

- Providing updates about your purchase
- Responding to queries and complaints
- Providing after-sales support where applicable

To improve our services

- Analysing customer feedback
- Reviewing and improving our processes and services

To manage our investments and operate and improve our business

- Analysing investment performance
- Operating and improving our business and performance of our property portfolio

5. Lawful Basis for Processing

Under data protection legislation, we can only process your personal information where we have a lawful basis to do so.

The lawful bases we rely upon include:

Contract

Where processing is necessary to enter into or perform a contract with you, including progressing the purchase of your property.

Legal Obligation

Where processing is necessary for compliance with legal and regulatory requirements, including anti-money laundering obligations, fraud prevention and accounting requirements.

Legitimate Interests

Where processing is necessary for our legitimate business interests, provided such interests do not override your rights and freedoms. This includes:

- Managing customer relationships
- Operating and improving our business

- Preventing fraud
- Defending legal claims

Consent

Where we rely on consent, you may withdraw your consent at any time.

6. Who We Share Your Information With

We may share your personal information with:

- Professional advisers, including solicitors and accountants
- Mortgage lenders and brokers
- Identity verification providers
- Anti-money laundering and fraud prevention service providers
- Sales agents and customer service providers
- IT and system providers
- Regulatory bodies, law enforcement agencies or courts where required by law
- Our affiliates, shareholders, investors, service providers, managers, partners, and other controlling or financing parties, in connection with the ownership, financing, administration, audit and disposal of our property portfolio, the management of our investments and the operation of our business

We will only share your data where there is a lawful basis to do so.

7. International Transfers

We generally store and process your personal information within the United Kingdom.

Where personal information is transferred outside the UK, we will ensure appropriate safeguards are in place in accordance with applicable data protection laws.

8. How Long We Keep Your Information

We will retain your personal information only for as long as necessary to fulfil the purposes for which it was collected, including satisfying legal, regulatory, tax, accounting and reporting requirements.

Retention periods may vary depending on the nature of the information and our legal obligations.

When your information is no longer required, it will be securely deleted or anonymised.

9. How We Protect Your Information

We have implemented appropriate technical and organisational measures to protect your personal information from:

- Unauthorised access
- Loss or misuse
- Accidental disclosure

- Alteration or destruction

Access to personal information is restricted to those who have a legitimate business need to know.

10. Your Rights

Under data protection law, you have the right to:

- Request access to your personal information
- Request correction of inaccurate information
- Request deletion of your information in certain circumstances
- Request restriction of processing
- Object to processing based on legitimate interests
- Request transfer of your data to another organisation where applicable
- Withdraw consent where processing is based on consent
- Lodge a complaint with the Information Commissioner's Office ("ICO")

11. Complaints

If you have concerns about how we use your personal information, please contact us first using the details above.

You also have the right to complain to the Information Commissioner's Office:

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

Website: https://www.ico.org.uk

12. Changes to this Privacy Notice

We may update this Privacy Notice from time to time to reflect changes in legal requirements, our business operations or our data processing activities.

Any updates will be published and where appropriate, notified to you directly.