

Data Protection Policy

March 2021

Background

In order to operate efficiently, Real has to collect and use personal information about people whom it employs, provides a product or service and works with. These people may include current, past and prospective employees, sub-contractors, members of the public, clients, customers and suppliers. In addition, it may be required to collect personal information in order to comply with taxation, legal and other regulatory obligations.

In collecting and using such information, Real are committed to protecting the rights and privacy of the Data Subject in accordance with the provision and principles of the General Data Protection Regulations (GDPR).

Real understands the importance of respecting individuals' personal information and is committed to abiding by both the spirit and the letter of GDPR.

The purpose of this policy is to enable Real to:

- comply with the law in respect of the data it holds about Data Subjects;
- follow good practice;
- protect Real staff, clients and other individuals associated with our business.

Definitions

Personal Data is any information that relates to a living individual who can be identified from that information.

Processing is any use that is made of data, including collecting, storing, amending, disclosing or destroying it.

Data Subject means an individual who is the subject of Personal Data.

Data controller means a person who (either alone or jointly or in common with other persons) determines the purposes and manner in which any Personal Data are, or are to be, processed.

Special Categories of Personal Data means information about an individual's racial or ethnic origin, political opinions,

religious or philosophical beliefs, trade union membership, health, sex life or sexual orientation and biometric data.

Criminal records data means information about a Data Subject's criminal convictions and offences, and information relating to criminal allegations and proceedings. Data Processor, in relation to Personal Data, means any person (other than an employee of the Data Controller) who processes the data on behalf of the Data Controller.

Data Controller means a person who (either alone or jointly or in common with other persons) determines the purposes and manner in which any Personal Data are, or are to be processed.

This policy relates to information either collected, stored or processed in any of the Real Group companies.

The information we hold will only be used where we have a legitimate interest or for contractual reasons.

Policy

Whenever collecting information about people, Real agrees to apply the following principles which reflect and address those contained in GDPR.

The organisation processes Personal Data lawfully, fairly and in a transparent manner. The organisation collects Personal Data only for specified, explicit and legitimate purposes. The organisation processes Personal Data only where it is adequate, relevant and limited to what is necessary for the purposes of processing.

The organisation keeps accurate Personal Data and takes all reasonable steps to ensure that inaccurate Personal Data is rectified or deleted without delay.

The organisation keeps Personal data only for the period necessary for processing.

The organisation adopts appropriate measures to make sure that Personal Data is secure and protected against unauthorised or unlawful processing and accidental loss, destruction or damage.

Real will advise Data Subjects the reasons for processing their Personal Data, how it uses such data and the legal basis for processing in its privacy notices. It will not process Personal Data of Data Subjects for other reasons.

Where the organisation relies on its legitimate interests as the basis for processing data, it will carry out an assessment to ensure that those interests are not overridden by the rights and freedoms of the Data Subjects.

Where Real processes special categories of Personal Data or criminal records data to perform obligations or to exercise rights in employment law, this is done in accordance with the Background Checking Policy.

Where we are a Data Processor we do so under an appropriate contractual framework in order to provide services on behalf of the Data Controller.

Where we are a Data Controller we have appropriate technical and organisational measures to ensure and demonstrate that processing is performed in accordance with GDPR.

Individuals rights to access personal data held about them

Where Real holds personal information about an individual, that individual has the right to make a subject access request. As part of such a request Real are required to disclose the following information as specified in the request:

- Whether or not Data Subject data is processed and if so why; the categories of Personal Data concerned and the source of the data if it is not collected from the individual.
- To whom the individual's data is or may be disclosed, including to recipients located outside the European Economic Area (EEA) and the safeguards that apply to such transfers.
- Real will seek to ensure that Personal Data is not transferred outside the EEA without appropriate safeguards being in place. If a Data Processor processes Personal Data outside the EEA or uses a sub-contractor to process Personal Data outside the EEA then, before agreeing to supply any Personal Data to the Data Processor an assurance must be obtained that the country is on the EU's list of countries with adequate levels of protection (GDPR Principle 8). If not, then suitable contractual arrangements – for example the EU's model clauses for data transfers – must be in place. For transfers of Personal Data to Data Processors based in the United States of America the receiving Data Processor must provide an assurance that they participate in the Privacy Shield Program.
- For how long the Data Subject's Personal Data is stored (or how that period is decided).

- Data Subject's right to rectification or erasure of data, or to restrict or object to processing.
- Data Subject's right to complain to the Information Commissioner if the Data Subject thinks the organisation has failed to comply with their data protection rights; and
- Whether or not the organisation carries out automated decision-making and the logic involved in any such decision-making.

Other rights of a data subject

Data Subjects have a number of other rights in relation to their Personal Data. They can require Real to:

- Rectify inaccurate data;
- Stop processing or erase data that is no longer necessary for the purposes of processing;
- Stop processing or erase data if the individual's interests override the organisation's legitimate grounds for processing data (where the organisation relies on its legitimate interests as a reason for processing data);
- Stop processing or erase data if processing is unlawful;
- Stop processing data for a period if data is inaccurate or if there is a dispute about whether or not the individual's interests override the organisation's legitimate grounds for processing data.

To ask Real to take any of these steps, the individual should email: pnicholls@real-group.co.uk.

All requests to access such information will be handled in accordance with GDPR.

If a subject access request is manifestly unfounded or excessive, the organisation is not obliged to comply with it.

If you believe that Real has not complied with your data protection rights, you should raise your concern with us in the first instance or directly to Information Commissioners office at <https://ico.org.uk/for-the-public/raising-concerns/>.

Register of data controllers

The Information Commissioner maintains a public register of individuals and organisations which hold and process Personal Data, known as Data Controllers. All Real Group Companies are registered as Data Controllers with the Information Commissioner.

Data Security

Real takes the security of Personal Data seriously. Real has internal policies and controls in place to protect Personal Data against loss, accidental destruction, misuse or disclosure and to ensure that data is not accessed, except by employees in the proper performance of their duties.

Where Real engages third parties to process Personal Data on its behalf, such parties do so on the basis of written instructions, are under a duty of confidentiality and are obliged to implement appropriate technical and organisational measures to ensure the security of data.

Data Breaches

If Real discovers that there has been a breach of Personal Data that poses a risk to the rights and freedoms of the Data Subject, it will report it to the Information Commissioner within 72 hours of discovery.

Anyone suspecting a data breach should immediately alert pnicholls@real-group.co.uk.

If the breach is likely to result in a high risk to the rights and freedoms of the Data Subject, Real will tell affected individuals that there has been a breach and provide them with information about its likely consequences and the mitigation measures it has taken.

Data retention

Real retains personal information only for as long as necessary to carry out its legitimate business functions and in line with our retention schedule and any over-riding statutory/legislative requirements.

Data subject responsibilities

Data Subjects are responsible for helping Real to keep their Personal Data up to date. Individuals should let Real know if data provided to the organisation changes, for example if an individual moves house or changes their bank details.

Training

Real will provide training to all our employees about their data protection responsibilities as part of the employment induction and on boarding process.

Individuals whose roles require regular access to Personal Data, or who are responsible for implementing this policy or responding to subject access requests under this policy, will receive additional training to help them understand their duties and how to comply with them.

Individual privacy notices

Real have Privacy notices for the following categories of Data Subject. We may add to this list as there are many reasons for processing data from other categories of Data Subject.

- Privacy notice for Tenants
- Privacy notice Business to Business contacts
- Privacy notice Prospect or Purchaser
- Privacy notice Sole Trader
- Privacy notice for Employees

Real keeps its privacy notices under regular review and reserves the right to change or update them as appropriate.

Contacting Real

By email: pnicholls@real-group.co.uk

In writing:
The Legal Department
2 Medway House, Lower Road, Forest Row East Sussex
RH18 5HE

Governance

This policy covers any Personal Data collected or processed in relation to Real business activities by employees or associated contracted third parties.

This policy is communicated and made available as appropriate or on request.

Company policy is approved by the Chief Executive Officer. Each policy is reviewed at least annually to ensure that we respond to business strategy, client and customer requirements, legislation and statute and any relevant or required standards or codes of practice.

Oversight of the Data Protection Policy is the responsibility of the Chief Executive Officer.

Signed on behalf of Real

Signature(s) removed for security reasons:
Signed copies available on request
Paul Nicholls
Chief Executive Officer

Dated: March 2021
Rev:01