



# PREMIER

## CORPORATE RELOCATION SERVICES

Dear

### **Re: Our Client Care and Privacy Notice**

Your Employer has retained our services to provide Relocation Consultancy Support for your move and settling in the UK. We assess each Relocation on a case by case basis and advise according to individual requirements, in line with your Employers Relocation Policy.

### **Responsibility for the work**

The services will be provided by Barbara Sellers who is your Relocation Consultant and Director at Premier Corporate Relocation.

Contact details are [sellers@premier-propertysearch.co.uk](mailto:sellers@premier-propertysearch.co.uk) and mobile for Barbara is + 44 (0)7770 815325. It is possible that other Consultants may be involved, if required by the nature of the services provided.

### **Confidentiality**

Unless otherwise required by law, we keep the identity and affairs of our clients confidential at all times and ensure that all our staff do likewise, unless of course, disclosure is permitted. We may, however, disclose identity and affairs to:

- Other professional advisors who can assist our clients
- Any other professional Company whom we may properly delegate aspects of your Relocation in order to provide further or other relevant services.

### **Data Protection**

To enable us to carry out the services agreed under this engagement and for other related purposes including maintaining client records, crime prevention and legal and regulatory compliance, we may obtain, use, process and disclose personal data. We confirm that when processing data we will comply with the Data Protection Act 1998.

Please also refer to Appendix 1 of this client care letter for our Privacy Notice. We will also require you to provide us with the consent to the handling and processing of your data. By signing this letter, you also agree to the below consent:

### **Consent**

I hereby give my consent and that of my accompanying dependent family members (where applicable) for Premier Property Search to share information provided throughout the Relocation Assignment for services with approved by third party. You may withdraw your consent at any time. If you withdraw consent, we will stop any further processing of your information as soon as practicable and notify any third party to whom we have provided this information to cease any further processing.

## **Casework**

We aim to help clients achieve successful results as quickly and as efficiently as possible, however, sometimes a Relocation, move and settling in can take longer than desired. We cannot guarantee the success of any Relocation, where it involves elements outside of our control.

## **Keeping in touch**

We keep clients informed about the progress of work undertaken on their behalf. We send our clients copies of relevant correspondence so that clients see how we are dealing with their affairs and can work with us.

We encourage the use of email. We assume that clients are happy to communicate via email unless otherwise instructed. When a matter has been completed, we will report the outcome and explain any further action, which needs to be taken.

## **Satisfying our clients**

With the best will in the world, misunderstandings and problems may occur from time to time; in such cases, we suggest that a client speak in the first instance to the Consultant with whom the client feels he/she has the closest relationship. If the matter is not resolved in that way, the client is invited to write to Barbara Sellers, Director who will investigate the circumstances promptly and then reply in writing.

We appreciate referrals and hope that clients will be pleased with our work and will mention Premier Property Search to business contacts.

## **Complaints Procedure**

Premier Property Search aims to provide a prompt, courteous and professional service to its clients. However it is possible that there may be times when our service is not to your satisfaction. In such instances we will do our best to put the matter right as soon as possible. If we are unable to do anything immediately and you are unhappy with our services, please follow the complaints procedure below:

- 1) We request that you put your complaint in writing to the individual dealing with your Relocation via email [sellers@premier-propertysearch.co.uk](mailto:sellers@premier-propertysearch.co.uk) setting out the full details of why you are dissatisfied with the service.
- 2) We will attempt to respond to your complaint within seven days of receipt. If your complaint requires detailed investigation, we will notify you of this in writing within the seven days of receipt.

Yours sincerely

*Barbara Sellers*  
Barbara Sellers

Trading as Premier Property Search Ltd  
O: + 44 (0) 1962 793100 | E: [sellers@premier-propertysearch.co.uk](mailto:sellers@premier-propertysearch.co.uk)  
[www.premier-propertysearch.co.uk](http://www.premier-propertysearch.co.uk) and [www.premier-relocationservices.co.uk](http://www.premier-relocationservices.co.uk)  
Company Registration No: 02679712  
Registered Office: Hinton Marsh House, Cheriton, Hampshire SO24 0QB

I hereby give my consent and that of my accompanying dependent family members (where applicable) for Premier Property Search to share information provided throughout my Relocation with approved Third Party providers to the extent necessary for the provision of the requested services.

I/We confirm full understanding and accept the terms and contents of this letter

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SIGNED:

## Appendix 1

### 1. Privacy Notice

- 1.1 This **Error! Bookmark not defined.** sets out the framework for the sharing of personal data between the parties as data controllers. Each of you and Premier Property Search Limited acknowledge that at any time one of them (the **Data Discloser**) will regularly disclose to the other party (the **Data Recipient**) Shared Personal Data collected by the Data Discloser for the Agreed Purposes.
- 1.2 Whilst this Agreement continues, both you and Premier Property Search Limited shall comply with all the obligations imposed on a controller under the Data Protection Legislation.
- 1.3 Each party shall:
- (a) ensure that it has all necessary consents and notices in place to enable lawful transfer of the Shared Personal Data to the Data Recipient for the Agreed Purposes;
  - (b) give full information to any data subject whose personal data may be processed under the Agreement of the nature such processing. This includes giving notice that, on the termination of the Agreement, personal data relating to them may be retained by or, as the case may be, transferred to one or more of the Permitted Recipients, their successors and assignees;
  - (c) process the Shared Personal Data only for the Agreed Purposes;
  - (d) not disclose or allow access to the Shared Personal Data to anyone other than the Permitted Recipients;
  - (e) ensure that all Permitted Recipients are subject to written contractual obligations concerning the Shared Personal Data (including obligations of confidentiality) which are no less demanding than those imposed by this agreement;
  - (f) ensure that it has in place appropriate technical and organisational measures, reviewed and approved by the other party, to protect against unauthorised or unlawful processing of personal data and against accidental loss or destruction of, or damage to, personal data; and
  - (g) not transfer any personal data outside of the European Economic Area and the UK unless the person who is transferring that personal data:
    - (i) complies with the provisions of Article 26 of the General Data Protection Regulation (in the event the third party is a joint controller); and
    - (ii) ensures that (i) the transfer is to a country approved by the European Commission as providing adequate protection pursuant to Article 45 of the General Data Protection Regulation; (ii) there are appropriate safeguards in place pursuant to Article 46 of the General Data Protection Regulation; or (iii)

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[www.premier-propertysearch.co.uk](http://www.premier-propertysearch.co.uk) and [www.premier-relocationervices.co.uk](http://www.premier-relocationervices.co.uk)

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one of the derogations for specific situations in Article 49 of the General Data Protection Regulation applies to the transfer.

- 1.4 Both you and Premier Property Search Limited shall assist the other in complying with all applicable requirements of the Data Protection Legislation. In particular, each party shall:
- (a) consult with the other party about any notices given to data subjects in relation to the Shared Personal Data;
  - (b) promptly inform the other party about the receipt of any data subject access request;
  - (c) provide the other party with reasonable assistance in complying with any data subject access request;
  - (d) not disclose or release any Shared Personal Data in response to a data subject access request without first consulting the other party wherever possible;
  - (e) assist the other party, at the cost of the other party, in responding to any request from a data subject and in ensuring compliance with its obligations under the Data Protection Legislation with respect to security, breach notifications, impact assessments and consultations with supervisory authorities or regulators;
  - (f) notify the other party without undue delay on becoming aware of any breach of the Data Protection Legislation;
  - (g) at the written direction of the Data Discloser, delete or return Shared Personal Data and copies thereof to the Data Discloser on termination of the Agreement unless required by law to store the personal data;
  - (h) use compatible technology for the processing of Shared Personal Data to ensure that there is no lack of accuracy resulting from personal data transfers;
  - (i) maintain complete and accurate records and information to demonstrate its compliance with this **Error! Bookmark not defined.Error! Reference source not found.**; and
  - (j) provide the other party with contact details of at least one employee as point of contact and responsible manager for all issues arising out of the Data Protection Legislation, including [the joint training of relevant staff, the procedures to be followed in the event of a data security breach, and the regular review of the parties' compliance with the Data Protection Legislation.
- 1.5 The Client shall indemnify Premier Property Search Limited against all liabilities, costs, expenses, damages and losses (including but not limited to any direct, indirect or consequential losses, loss of profit, loss of reputation and all interest, penalties and legal costs (calculated on a full indemnity basis) and all other professional costs and expenses) suffered or incurred by Premier Property Search Limited arising out of or in connection with the breach of the Data Protection Legislation by you, your employees or agents. Premier Property Search Limited will give you as much notice of such a claim as is practicable, such information as Premier Property Search Limited hold about the circumstances giving rise to it, reasonable assistance in dealing with the

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claim and will communicate with you regarding the management, defence and/or any possible settlement of such claim.

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