

PRIVACY POLICY

OVERVIEW

Bishop & Miller Auctioneers Ltd respects your privacy and is committed to protecting your personal data. This Privacy Policy will inform you as to how we look after your personal data when you visit our website and will tell you about your privacy rights.

It is important that you read through this Privacy Policy so that you are fully aware of how and why we use your data.

SECTION 1 - PURPOSE OF THE PRIVACY POLICY AND IMPORTANT INFORMATION ABOUT US

This Privacy Policy aims to give you information on how Bishop & Miller Auctioneers Ltd collects and processes your personal data both through the use of our website, and through general business practices.

This includes any data that you may provide us directly or through the website when you sign up to receive details of future auctions, auction catalogues, or to request condition reports, or place commission bids.

OUR CONTACT DETAILS

Our legal identity is Bishop & Miller Auctioneers Ltd.

Bishop & Miller Auctioneers Ltd
Unit 19 Charles Industrial Estate
Stowmarket
Suffolk
IP14 5AU

Tel: 01449 673088

Email: enquiries@bm-auctions.co.uk

Our Data Privacy Manager is Mrs Jane Summers, Operations Manager. If you have any queries relating to data privacy, please contact us on privacy@bm-auctions.co.uk.

SECTION 2 - THE DATA WE COLLECT ABOUT YOU

Bishop & Miller Auctions Ltd is the Data Controller and is responsible for the personal data that we collect from you. Personal data means any information about an individual from which that person can be identified.

TYPES OF DATA

We collect, use and transfer different kinds of personal data about you which we have outlined as follows:

Identity

This includes your title, first name and last name.

Contact

This includes a billing or delivery address, email address and telephone numbers.

Financial

This includes bank account details where clients would like to be paid via bank transfer. Bishop & Miller Auctioneers Ltd do not hold records of client's debit or credit cards.

Transaction

Includes details about items that you have bid for, purchased or sold through Bishop & Miller Auctioneers Ltd, including details of payments to and from you.

Technical

Includes internet protocol (IP) address, log in data, browser type, time zone setting, and location, browser plug-in types and versions, operating system and platform. It also includes other technology on the devices you use to access our website.

Usage

Includes details on how you use our website, products and services.

Marketing

This includes your communication preferences in receiving marketing from Bishop & Miller Auctioneers Ltd.

THIRD PARTY DATA

Our website may include links to third party websites, plug-ins and applications. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. Bishop & Miller Auctioneers Ltd do not control these third-party websites and are not responsible for their privacy notices. Please remember to read the Privacy Notice of those websites that you visit.

KEEPING US UP TO DATE

It is very important that the data we hold about you is accurate. Please keep us informed if any of your personal data changes during our contract with you. You can do this by emailing us at privacy@bm-auctions.co.uk.

IMPORTANT NOTICE ABOUT PROVIDING YOUR DATA

Where we require your personal data under the terms of a contract we have with you (for example bidding in an auction or selling items with us), or by law, and you fail to provide this data when requested, we may not be able to perform the contract we are trying to enter into with you. If this is the case, you will be notified, and we may have to cancel any contract.

SECTION 3 – HOW YOUR DATA IS COLLECTED

Bishop & Miller Auctioneers Ltd use different methods to collect data from and about you. These include:

Direct Contact

This is where you provide us with your identity, contact and financial data by completing forms, or getting in touch with us via post, email or telephone or by other methods (for example Facebook/Twitter). This personal data is collect by:

- contacting us through our website, post, email, telephone or other methods;
- submitting bidding forms
- requesting condition reports;
- requesting marketing to be sent out to you including upcoming auction information, events and notices;
- subscribing to our auction catalogue mailing list.

Automated Services

As you interact with our website, we may collect technical data about your equipment, browsing actions or pattern. We collect this personal data by using cookies, server logs or other similar technologies. We may also receive technical data about you if you visit other websites employing our cookies.

Third Party and Publicly Available Sources

We may receive personal data about you from various third parties and public sources such as:

- Analytics providers such as Google based outside the EU.
- Search information providers based inside or outside the EU
- Online-bidding platforms (for example the-saleroom.com / Invaluable etc)

SECTION 4 – HOW WE USE YOUR DATA

Bishop & Miller Auctioneers Ltd will only use your personal data where the law allows us to.

This includes:

- Where we need to perform a contract we have entered into or are about to enter into with you.
- Where we need to comply with legal or regulatory obligations.

- Where it is necessary for our legitimate interests and your fundamental rights and interests do not override these.

LAWFUL BASIS

Bishop & Miller Auctioneers Ltd have considered the lawful basis upon which we collect and use your data as set out below:

Contract Performance

This means processing your data where it is necessary in order to perform a contract with you, or which you are party to.

Legitimate Interest

This means the interest of our business in conducting and managing our business to enable us to give you the best and most secure service. We consider any potential impact on you and your rights before we process your personal data for our legitimate interests. We do not use your personal data for activities where our own interests are overridden by the impact on you.

Compliance with legal or regulatory obligation

This means processing your data where it is necessary for compliance with a legal regulatory obligation that we are subject to.

WAYS IN WHICH WE USE YOUR DATA

We may process your personal data for one or more lawful ground depending on the specific purpose for which we are using your data. We have included below a guide to the ways in which we use your data and which legal basis we rely on to do so.

To register you as a new bidder or seller

The personal data we collect to do this is Identity and Contact.
The lawful basis for processing this data is in order to undertake a contract with you.

To process and manage payments, fees and charges

The personal data we use to do this is Identity, Contact and Financial.
The lawful basis for processing this data is to perform our contract with you.
It is necessary for our legitimate interests so that we can recover debts owed to us.

To manage our contract with you

The personal data we use for this is Identity, Contact, Marketing.
This is necessary in order for us to carry out our contract with you. It enables us to comply with legal obligations and is necessary for our legitimate interests (for example, keeping records up to date).

To administer and protect our business and website

The personal data used for this purpose is Identity, Contact and Technical.
This is necessary for legitimate interests. For example, for the provision of administration, network security and to prevent fraud.

To use data analytics such as Google to improve our website and service to our current and potential clients

The personal data used for this purpose is Technical and Marketing.

This is necessary for our legitimate interests. For example, to help us understand the areas of our business that our clients are most interested in, and to develop these key areas of our business by keeping our website content relevant.

To deliver relevant website content, and to make recommendations to you about services that may interest you

The personal data used for this purpose is Identity, Contact, Marketing and Technical.

This is necessary for legitimate interests. For example, to understand how customers use our services and how we can use this information to measure our effectiveness and develop our business.

SECTION 5 – CHANGE OF PURPOSE

We will only use your personal data for the purposes for which we collected it unless we need to use it for another reason, and that reason is compatible with the original purpose. If this occurs, we will notify you and will explain the legal basis which allows us to do so.

SECTION 6 – DISCLOSURE

There are occasions when we may need to share some or all of your personal data with third parties, for example, if you sell your items through us we will share your address details with our printers in order for you to receive your pre-sale statement and catalogue.

We do not allow our third-party service providers to use your personal data for their own purposes and only permit them to process your personal data for specific purposes according to our instruction.

SECTION 7 – MARKETING

Bishop & Miller Auctioneers Ltd provide you with choices regarding the use of your personal data in relation to marketing and advertising.

Existing Clients

Prior to 25th May 2018 all existing clients will be contacted via email to inform them of the changes with regards to the General Data Protection Regulation and will be asked to complete a consent form listing marketing preferences and to confirm that they are willing for information to be sent to them.

New Clients

From 25th May 2018, all clients registering directly with Bishop & Miller Auctioneers Ltd will be asked to complete a consent form listing their marketing preferences and to sign a declaration that they are willing for information to be sent to them. This will be standard practice.

OPTING OUT

You have the right to withdraw consent to marketing at any time by unsubscribing or updating your preferences using the unsubscribe link included on all of our marketing emails or by contacting us at privacy@bm-auctions.co.uk

Please note: When you opt out of receiving marketing messages, this will not apply to personal data provided to us as a result of a service contract.

SECTION 8 – COOKIES

Bishop & Miller Auctioneers Ltd uses “cookies” on our website and will gain your consent for their use. We do this via a pop-up message when you first visit www.bishopandmillerauctions.co.uk.

Further information on how we use cookies can be found in our Cookies Policy.

SECTION 9 – DATA RETENTION / HOW LONG WE WILL USE YOUR PERSONAL DATA

We will only retain your personal data for as long as it is necessary to fulfil the contract we have with you. This includes for the purpose of legal, accounting, insurance valuation or reporting requirements. This term is usually 7 years, but is determined by the amount, nature and sensitivity of the personal data.

Details of retention periods for different aspects of your personal data are available upon request from us.

SECTION 10 – DATA SECURITY

Bishop & Miller Auctioneers Ltd have appropriate secure measure in place to prevent your personal data from being lost, disclosed, used or accessed in any unauthorised way.

We have internal processes in place to limit access to your personal data to employees, contractors and other third parties who have a business need to know. Your personal data can only be processed on our instruction and under strict control.

We have procedures in place to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach where we are legally required to do so.

Please be aware that communications over the internet, including via email, are not secure unless they have been encrypted.

SECTION 11 - CCTV

CCTV is in use across all our site for monitoring and security purposes. We ensure that members of the public visiting the site are aware of this via the use of external and internal signage.

As we use this for security purposes, all data recordings are held for 30 days.

SECTION 12 - INTERNATIONAL TRANSFERS

Bishop & Miller Auctioneers Ltd do not transfer your personal data outside the European Economic Area (EEA).

SECTION 13 – CHILDREN

Bishop & Miller Auctioneers Ltd do not knowingly collect any data relating to children.

SECTION 14 – YOUR LEGAL RIGHTS

You have rights under data protection laws in relation to your personal data. If you wish to exercise any of the rights, please contact the Data Privacy Manager, Jane Summers at privacy@bm-auctions.co.uk

YOU HAVE THE RIGHT TO:

ACCESS

You have the right to access your personal data held by Bishop & Miler Auctioneers Ltd. This can be requested via a Data Subject Access Request. This enables you to receive a copy of the personal data we hold about you and to check that we are lawfully processing it.

A Data Subject Access Request is free of charge and can be made via email to privacy@bm-auctions.co.uk

RECTIFICATION

You can request the correction of any incomplete or incorrect personal data that we hold on our records.

ERASURE

You have the right to request erasure of your personal data where there is no good reason for us to continue to hold it. You have the right to ask us to delete or remove your personal data where you have successfully exercised the right to object to processing, this is where we may have processed your information unlawfully.

We may not always be able to comply with your request for erasure for specific legal reasons which will be notified to you at the time of your request.

RESRICT PROCESSING

This enables you to ask us to suspend the processing of your personal data for the following reasons:

- If you want us to establish the data's accuracy
- Where the use of the data is unlawful, but you do not want us to erase it.
- Where you need us to hold the data even if we no longer require it as you need it to establish, exercise or defend legal claims.
- You have objected to our use of your data, but we need to verify whether we have overriding legitimate grounds to use it.

OBJECT TO PROCESSING

You have a right to object to us processing your personal data where we are relying on a legitimate interest and there is something which makes you want to object to processing on this ground as you feel it impacts on your fundamental rights and freedoms. You also have the right to object where we are processing your personal data for direct marketing purposes.

DATA PORTABILITY

You have the right to request the transfer of your personal data to you or a third party. We will provide you (or a third-party), your personal data in a structured, commonly used format. Please be aware that this only applies to automated information which you initially provided consent for us to use, or where we used the information to perform a contract with you.

PROFILING/ MARKETING

You have the right to withdraw consent at any time where we are relying on consent to process your personal data. If you withdraw your consent, we may not be able to provide certain products or services to you. We will advise you if this is the case at the time you withdraw your consent.

INFORMATION NEEDED TO PROCESS YOUR REQUESTS

We may need to request specific information from you to help us confirm your identity and ensure your right to access, rectify or erase your personal data. This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it. We may contact you to ask you for further information in relation to your request.

TIME LIMIT FOR RESPONSES

Bishop and Miller Auctioneers Ltd will endeavour to respond to all legitimate requests within 28 days. Occasionally it may take us longer if your request is complex or you have made several requests.

SECTION 15 – COMPLAINTS

You have the right to make a complaint at any time to the Information Commissioners Office (ICO), the UK Supervisory Authority for data protection issues. You can do this via the website at www.ico.org.uk.

We would appreciate the chance to deal with your concerns before you approach the ICO, so please contact us at privacy@bm-auctions.co.uk in the first instance.