



Privacy Notice

This document details the information we hold on clients of Clare Auction, how we handle that information, how we use that information, why we keep that information and what your rights are concerning that information.

What information do we hold?

When you register to buy or sell with Clare Auction, you provide us with some or all of

Your name, Your postal address, Your telephone number(s), Your email address

And you agree to our terms and conditions, of which this notice forms part.

When you sell items at our sales you may provide us with your bank details. We do not keep a record of your bank details, however we do share this information with our bankers who do keep a record of these details.

How do we handle your information?

You may provide us with your information in a paper or electronic format via email or a website form. In either case, your details are entered onto our central database, which is stored in cloud storage locations with Microsoft and Google as well as on physical hard drives within the business.

Clare Auction extracts names and email addresses and stores that information on partner servers (such as Mailchimp) for the purpose of email communication.

All third-party locations where your data is stored are fully compliant with EU data protection procedures.

No third party has the right to access or use your information or communicate with you unless it is on our behalf.

Only the senior management are allowed to access the personal information we hold

We will not sell or share you information with any unconnected third party.

How do we use your information?

We use the information you have provided us in order to

- Administer each auction sale
- Raise invoices to you when you buy at our sales
- Raise remittance advices to you when you sell at our sales
- Liaise with you regarding goods that you are selling, have sold, are considering buying or have bought
- Send notices to you when we publish sale catalogues



Why do we keep your information?

We keep a record of your information so that you are able to enter goods into our sales and bid to buy goods at our sales without having to register on every occasion.

We also keep a record of your information so that we can let you know when we publish sale catalogues

Because of the nature of auction sales, we understand that you might only be interested in items that turn up from time to time, therefore, we consider you an active client, at our discretion, unless you tell us that you wish to be deregistered, whereupon we will remove all of your data from our systems.

What are your rights?

You may ask us to

- Provide you with details of the information we hold on you
- Remove some or all of your information from our databases
- Stop emailing you

To make any request you may email us at saleroom@clareauction.com or write to us at Clare Auction, 4a Market Hill, Clare, Suffolk, CO10 8NN.

You will also find a link at the bottom of every email that allows you to ask us to stop emailing you.

If you have any queries about your personal information, please contact us.