

Conveynext customer privacy notice

Registered name: Conveynext Ltd

This privacy notice tells you what to expect us to do with your personal information.

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Contact details

Telephone

020 4600 2160

Email

hello@conveynext.co.uk

What information we collect, use, and why

We collect or use the following information to **provide services and goods, including delivery**:

- Names and contact details
- Addresses
- Date of birth
- Payment details (including card or bank information for transfers and direct debits)
- Credit reference information

- Account information
- Website user information (including user journeys and cookie tracking)
- Photographs or video recordings
- Call recordings
- Identification documents
- Information relating to compliments or complaints

We also collect or use the following information to **provide services and goods, including delivery**:

- Biometric information (where used to identify someone)

We collect or use the following information for **the operation of customer accounts and guarantees**:

- Names and contact details
- Addresses
- Payment details (including card or bank information for transfers and direct debits)
- Account information, including registration details
- Information used for security purposes
- Marketing preferences

We collect or use the following information for **service updates or marketing purposes**:

- Names and contact details
- Addresses
- Marketing preferences
- Location data
- Website and app user journey information
- Records of consent, where appropriate

We collect or use the following information to **comply with legal requirements**:

- Name
- Contact information
- Identification documents

the following information to **comply with legal requirements**:

- Biometric information (where used to identify someone)

We collect or use the following personal information for **dealing with queries, complaints or claims**:

- Names and contact details
- Address
- Payment details
- Account information
- Correspondence

Lawful bases and data protection rights

Under UK data protection law, we must have a “lawful basis” for collecting and using your personal information. There is a list of possible lawful bases in the UK GDPR. You can find out more about lawful bases on the ICO’s website.

Which lawful basis we rely on may affect your data protection rights which are in brief set out below. You can find out more about your data protection rights and the exemptions which may apply on the ICO’s website:

Your right of access - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for. You can read more about this right here.

Your right to rectification - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete. You can read more about this right here.

Your right to erasure - You have the right to ask us to delete your personal information. You can read more about this right here.

Your right to restriction of processing - You have the right to ask us to limit how we can use your personal information. You can read more about this right [here](#).

Your right to object to processing - You have the right to object to the processing of your personal data. You can read more about this right [here](#).

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you. You can read more about this right [here](#).

Your right to withdraw consent – When we use consent as our lawful basis you have the right to withdraw your consent at any time. You can read more about this right [here](#).

If you make a request, we must respond to you without undue delay and in any event within one month.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

Our lawful bases for the collection and use of your data

Our lawful bases for collecting or using personal information to **provide services and goods** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.

Our lawful bases for collecting or using personal information for **the operation of customer accounts and guarantees** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.

- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.

Our lawful bases for collecting or using personal information for **service updates or marketing purposes** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Legitimate interests – we’re collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are described as such:
 - As a company providing conveyancing services, we have a legitimate interest in processing certain personal data to offer additional products and services that may be of interest to our clients. These products and services include, but are not limited to, will writing, estate agency services, estate administration, and other related services. Our legitimate interests are grounded in the following:
 - Enhancing Client Experience: We aim to provide our clients with a seamless and comprehensive service by offering additional products that complement their existing needs, such as services related to property and estate management.
 - Business Growth and Development: By offering relevant and related services, we can grow our business and develop our offerings, ensuring that our clients have access to a wider range of services that can benefit them during and after the conveyancing process.
 - Client Relationship Management: Maintaining and building strong client relationships is a priority for us. By understanding our clients' needs, we can offer tailored

services that add value, ensuring long-term satisfaction and engagement.

- Communication of Relevant Services: We believe that by informing our clients of related products and services that may benefit them, we are providing a valuable service. We will always ensure that any marketing communication is relevant, minimal, and respects the preferences and rights of our clients.
- Please note that we will always provide an opt-out option in our communications, allowing clients to withdraw consent from receiving such marketing materials at any time. Furthermore, we will handle all personal data in accordance with the principles of the General Data Protection Regulation (GDPR) and ensure that it is securely processed and stored.

Our lawful bases for collecting or using personal information for **legal requirements** are:

- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.

Our lawful bases for collecting or using personal information for **dealing with queries, complaints or claims** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.

Where we get personal information from

- Directly from you
- Suppliers and service providers

- Third parties:
 - Stripe provide us with ID checks
 - Melissa provides us address verification services
 - Complyadvantage provide us with information relating to Political Exposed Persons, sanctions and fraudulent activity

How long we keep information

Conveynext works with conveyancers who often have to legally keep information for up to 15 years for legal purposes. In an effort to support our conveyancing partners we also maintain our records for 15 years.

This does not limit your data protection rights.

Who we share information with

Data processors

Digital Ocean

This data processor does the following activities for us: They provide cloud hosting infrastructure to us.

Amazon Web Services

This data processor does the following activities for us: They provide cloud hosting infrastructure to us.

DataDog

This data processor does the following activities for us: They provide observability and monitoring services.

Posthog

This data processor does the following activities for us: They provide observability, analytics and monitoring services.

Stripe

This data processor does the following activities for us: They provide ID checks and payment processing.

Melissa

This data processor does the following activities for us: They provide address verification services.

ComplyAdvantage

This data processor does the following activities for us: They provide Political Exposed Persons, sanctions and fraudulent activity checking services.

Others we share personal information with

- Professional or legal advisors
- Relevant regulatory authorities
- Organisations we're legally obliged to share personal information with
- Suppliers and service providers

Sharing information outside the UK

Where necessary, we may transfer personal information outside of the UK. When doing so, we comply with the UK GDPR, making sure appropriate safeguards are in place.

Organisation name: Melissa

Category of recipient: Address verification provider

Country the personal information is sent to: United States of America

How the transfer complies with UK data protection law: The country or sector has a UK data bridge (also known as Adequacy Regulations)

How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

Information Commissioner's Office
Wycliffe House

Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>

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5 January 2026