

Data and Security Statement

Why you have been asked to use Coadjute: We help estate agents and conveyancers complete legally required anti-money laundering (AML) and identity checks in a secure, consistent and auditable way. When you are asked to complete checks through Coadjute, we are acting on behalf of the firm you are dealing with to help them meet their legal and regulatory obligations.

Who we are Coadjute is a UK property technology and compliance company. We are backed by Rightmove and the UK's three largest mortgage lenders - Lloyds Banking Group, Nationwide and NatWest.	How we use your data We process personal data on behalf of the estate agent or conveyancer you are dealing with, and only for the purpose of delivering the agreed AML and compliance service.
What we do not do We do not use your AML data for unrelated marketing or commercial profiling. Our published privacy statement also says biometric data is not sold, leased, traded or used for marketing, analytics or profiling.	How long records are kept We retain AML records only for as long as required by law and applicable retention policies, including the minimum five-year AML recordkeeping period.

How we protect your information

- We apply security and confidentiality controls to protect personal data and restrict access to authorised personnel only.
- Our service delivery compliance staff are UK-based.
- Customer data is stored within Microsoft private cloud infrastructure hosted in UK data centres.
- We run independent penetration testing twice a year and operate web application protection controls as part of our cyber security posture.
- Our information security controls are aligned to ISO/IEC 27001 principles, and our service delivery operations are informed by ISO 9001 quality management principles.

Identity verification providers

We work with trusted third-party identity verification providers, Yoti and Credas, to support identity and AML checks.

Yoti Yoti is a UK digital identity company. Customers may be asked to use Yoti to complete document and biometric verification as part of the identity checking journey.	Credas Credas is a UK identity verification and AML technology provider used to support verification and compliance checks within the property sector.
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Both Yoti and Credas are listed on the UK Digital Identity and Attributes Trust Framework register. Inclusion on that register requires providers to follow the UK Government's good practice guidance on identity proofing and meet relevant HMRC requirements.

Important The estate agent or conveyancer you are dealing with remains responsible for the transaction and the legal basis for the AML checks. We process your information on their behalf and only for the agreed AML and compliance purpose.
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Privacy and retention

Our privacy statement explains how we collect, use, protect and retain personal data when we provide AML and compliance services. We keep records only for as long as required by law and relevant retention policies, including the AML recordkeeping period required for regulatory inspection. **Read our privacy statement:** www.coadjute.com/privacy-statement