

PRIVACY POLICY

Introduction

We are committed to protecting your privacy. This Policy explains how and for what purposes we use the information collected about you.

Please read this Policy carefully. By using our services, you are agreeing to be bound by this Policy in respect of the information collected about you.

If you have any queries or comments about the policy, our use of your personal information or wish to unsubscribe from messages from us, please get in touch by writing to the 'Privacy Manager' at the above address.

In general, we use the information we collect about you to:

- provide, supply, transmit and upload any of the products, services, facilities and capabilities displayed or referred to on the Website;
- pass your messages on to Sellers, Buyers, Local or people using the Website within the confines of their requests;
- improve the features, products and services we offer;
- support our own marketing and promotion effort;
- keep you informed with information relevant to your interests.

Personal information collected

When you register with us, you may be asked to provide certain information about yourself, including your name, contact details, and information about your property or personal circumstances as a Seller, Purchaser, or anyone interested in a property or the products & services offered by us.

How we use your information

We may use your Information to contact you for your views on our services and to notify you occasionally about important changes or developments to the Website or any of our products and services. Where you have consented, we may also use your Information to contact you with details about any other products or services we offer that may be of interest to you. If you change your mind about being contacted in the future, please write to us.

When you contact us, we may keep a record of your communication to help resolve any issues that you might be facing.

Registration

When you register with us you may be required to provide personal information such as your name, address, telephone number and email address. You can change and update this information at any time by contacting us.

Instructing us

When you take advantage of any of our products and services (instructing us) you will be asked for additional information about you and your property. Your address (excluding door number) will be disclosed on marketing materials such as digital property particulars that will also contain reference to the characteristics of your property provided as well as on our Website and on marketing materials and property portals.

Arranging viewings and making offers

When a prospective Purchaser wishes to view a property they will be provided with a confirmation of the viewing together with the full name and address of the Seller. Should the person who has viewed wish to make an offer they can do so through us. The Seller will be provided with the name of the person who has made the offer together with details of their position as a Purchaser (not on market, on market, sold, cash, mortgage position etc).

In the event that an offer is made we will require further information such as the name and contact details of your Conveyancer as well as mortgage information (if applicable).

Feedback

We will ask everyone who views a property about their experience and conclusions on the property they have viewed. This information will be provided to the Seller within an appropriate timescale.

Who has access to the information you provide or we collect?

We retain access to all personal information that we have collected from you. Where any of our products and services is available to our partners, those partners may have access to your Information. Their use of your personal information is governed by their privacy policies.

If we offer or supply a service to you that is provided on our behalf by a third party we may have to pass your Information to them in order to deliver the service. By instructing us you consent to us providing your Information to the third parties licensed by us to provide such services. We may also use third parties to provide services on our behalf which may include processing (but not using themselves) your Information e.g. to complete partial addresses or to augment the information we hold about you. In either case, we will not pass your data to anyone who is not also registered with the Data Protection Act or is not subject to these or similar provisions in our contract with them and we will not allow the third party to use your Information commercially without your consent.

We will not otherwise disclose, sell or distribute your Information to any third party without your permission unless we are required to do so by law.

Security, storage and transfer of information

We follow strict security procedures to ensure that your personal information is not damaged, destroyed, or disclosed to a third party without your permission (unless they are providing services as outlined above and to prevent unauthorised access to it. The computers that store the information are kept in a secure facility with restricted physical access and we use secure firewalls and other measures to restrict electronic access. If we are working with third parties we will require them to have in place similar measures to protect your Information.

All of the information we collect or record is restricted to our offices. Only employees and Licensee's who need the information to perform a specific job are granted access to personally identifiable information. We will explicitly ask you when we need information to identify you. We may require you to co-operate with our security checks before we disclose information to you. You can update the personal information that you give us at any time by contacting us.

We will retain your information for a reasonable period or for as long as is required by law.

Changes to the Policy

We may change this Policy from time to time as we add new services or features or in response to changes in the law or our commercial arrangements. Any changes to this Policy will be posted on the Website.

The information contained in the Website is subject to change without notice.