

PRIVACY POLICY

A reference to “you” or “your” is a reference to a user of the website or any of our services.

INTRODUCTION

We are committed to protecting your privacy. This privacy policy (referred to as the “Policy”) explains how and for what purposes we use the information collected about you. Please read this Policy carefully. By using this Site and any services we offer via this Site, you are agreeing and consenting to the processing of your data as set out below. We sometimes use your data to provide additional marketing or communication services, but you can always opt out of this.

This Policy only relates to the personal information that we collect about you from the website.

CONTACTING US

If you would like to opt out of marketing and communications from us, you may do so using the opt out link in the emails that we send, or by contacting us via email at sales@mandwsalesandlettings.co.uk or in writing to M&W Property Sales and Lettings, 11 London road, St Leonards, East Sussex. TN37 6AE.

WHAT PERSONAL DATA DO WE COLLECT ABOUT YOU?

Information you give us: We will collect the information that you give to us when using our website. If you choose to fill in a contact form on the website, you may be asked to provide information about yourself, such as your name and contact details. We will also collect information that you provide to us by corresponding with us by phone, e-mail or otherwise.

Information we collect about you: This is different to “information you give us” because it relates to technical data that we collect. We may collect technical information that has the potential to identify you, such as the internet protocol (IP) address used to connect your computer to the internet, your login information, browser type and version, time zone setting, browser plug-in types and versions, operating system, and platform. We may also collect information about your visit, including the full uniform resource locators (URL) clickstream to, through and from our Site (including date and time), searches made, page response times, download errors, length of visits to certain pages, page interaction (such as scrolling, clicks and mouse-overs), methods used to browse away from the page and any phone number used to call us. We may also keep a record of the estate and/or letting agents that you contact.

Information we receive about you from third parties: We may receive information about you if you use any of the other websites we operate or the other services we provide. In this case we will have informed you, when we collected that data, that it may be shared internally and combined with data collected on this Site. We are also working closely with third parties (including, for example, social media platforms, business partners, sub-contractors in technical, payment and delivery services,

advertising networks, analytics providers, search information providers and credit reference agencies) and may receive information about you from them.

WHAT DO WE DO WITH YOUR PERSONAL DATA?

Main Uses of Your Data

This section of the Policy describes the things that we do with your data, which relate directly to your use of the website and our services. We will use your information:

- to provide the services available on our website to you.
- to pass your messages on to the estate and letting agents on our website, to help them communicate with you direct.
- to enforce our Terms and Conditions above
- to contact you for your views on our services and to notify you occasionally about important changes to our Terms of Use or this Policy or developments to this website or our services; and
- to deliver relevant advertising to you whilst you are on the website.

Technical Uses

This section of the Policy describes the things that we do with your data that arise from our monitoring of the website and the collection of your information whilst using the Site. We may use this information:

- to identify patterns that we can use in our marketing strategy and to help us develop, administer, support and improve our services and features and adverts.
- to conduct reviews that assist us in the improvement and optimisation of our website.
- to ensure that content from our Site is presented in the most effective manner for you and for your computer.
- to administer our website and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes; and

WHO HAS ACCESS TO YOUR PERSONAL DATA?

We retain access to all personal information that we have collected from you or about you.

Once your information has been passed to an estate or letting agent by you when you contact them using information provided on the then that estate or letting agent will have a copy of the information that you have provided and your contact details, which they will use to get in touch with you. Once in their possession, they will be responsible for that information and that information will be subject to any privacy terms or policies that the member has in place; we are not responsible for use (or misuse) of your information by any of the estate or letting agents listed on our website.

We have links to other websites from our website. We are not responsible for the content, security, privacy policies and practices of any other websites, even if you access them using links from this website or if you can access this website or use

our services from them. We recommend that you check the policy of each website that you visit and make sure that you are comfortable with the terms of such policies before providing any personal information.

If our business is sold or merged, or if we sell or buy any business or assets, we may disclose your personal data to the prospective seller or buyer of such business or assets. We will make sure that any such transfer is done in a secure way.

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 to deliver the service. By using this website, you consent to us providing your information to the third parties authorised 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 information to anyone who is not also subject to adequate privacy commitments in our contract with them and we will not allow the third party to use your information for marketing purposes 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 or to obtain professional advice. We will retain your information for as long as is reasonable and necessary and no longer than permitted by law.

WHERE DO WE STORE YOUR PERSONAL DATA?

The data that we collect from you may be transferred to, and stored at, a destination outside the European Economic Area (“**EEA**”). It may also be processed by staff operating outside the EEA who work for us or for one of our suppliers or contractors. Territories outside of the EEA may not have equivalent legal protections to those that apply within the EEA, but we are under a duty to make sure that our suppliers and contractors located outside of the EEA continue to take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this Policy. By submitting your personal data to us, you agree to this transfer, storing or processing.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our Site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

We follow strict security procedures to ensure that your personal information is not damaged, destroyed or disclosed to a third party without your permission 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.

Only employees who need access to your information to perform a specific job are granted access to personally identifiable information. We may require you to co-operate with our security checks before we disclose information to you.

YOUR RIGHTS

You have the right to ask us not to process your personal data at any time.

You have the right to use our website without consenting to marketing and communication services that we provide. We will inform you (before collecting your data) if we intend to use your data for such purposes or if we intend to disclose your information to any third party for such purposes. You can exercise your right to prevent such processing by ticking certain boxes on the forms we use to collect your data. You can also exercise the right at any time by contact us via email at sales@mandwsalesandlettings.co.uk or in writing to M&W Property Sales and Lettings, 11 London Road, St Leonards, East Sussex. TN37 6AE.

The Data Protection Act 1998 (DPA) gives you the right to access information held about you. Your right of access can be exercised in accordance with the DPA. Any access request may be subject to a fee of £10 to meet our costs in providing you with details of the information we hold about you.

CHANGES TO THIS POLICY

Any changes we may make to this Policy in the future will be posted on this page and, where appropriate, notified to you by e-mail. Please check back frequently to see any updates or changes to this Policy.