

PRIVACY POLICY

APPLICANTS/PURCHASERS - SALES

Our privacy policy explains how we use any personal information we collect about you.

Topics

- What information do we collect about you.
- How we use the information about you.
- Access to your information and correction.
- Security
- Retention
- Changes to our privacy policy.
- How to contact us.

What information do we collect about you

We will hold your name, address, telephone numbers, email address and ID (ID only if you agree to purchase a property through us).

Why we hold your information and how we will use it.

If you want to view a property through us we will need your phone number and email address and also so that we can follow up the viewing and find out your thoughts about the property. This we then feed back to our vendor. We also need your contact details for security on behalf of our vendors/landlords and also our staff.

Furthermore, if requested by you, we can add you to our mailing list to keep you updated about new properties that come onto the market that you might be interested in.

This information will not be shared with third parties except in the following instances (where applicable).

If you require mortgage advice we can with your permission pass your details to Positive Solutions mortgage advisers.

Once you have agreed to purchase a property through ourselves we will send out sales details to the other parties in the transaction, namely your solicitors, the vendor and the vendor's solicitors. If you do not have a solicitor we can recommend one for you and with your permission we will pass your details to a local solicitor. We will with your permission pass your details to them so they can provide you with a conveyancing quotation.

Anti-Money Laundering

Only if you agree to purchase a property through us, we are required by law to obtain two forms of ID to comply with the above legislation. We will hold these copies on file (not electronically). This would normally be in the form of passport and photographic driving licence and/or utility bills and bank statements.

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If you are no longer looking for a property, please let us know and we will delete your details.

Access to your information and correction

You have the right to request a copy of the information that we hold about you. If you would like a copy of some or all of your personal information please email us or write to us.

We want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate.

If you need further information please look at the Information Commissioners Office (ICO) website www.ico.org.uk.

Security

Your information is kept securely in our locked office when not open. Our computers are accessed only by individual security codes.

Retention

We will hold your details until you inform us that you are no longer looking for property. However, should you offer on one of our properties and it is not acceptable, or you successfully purchase a property through us, we will retain your information for 7 years as required by HMRC.

Changes to our Privacy Policy

We keep our privacy policy under regular review and will place any updates on our web page privacy policy. This privacy policy was last updated on 10th April 2018.

How to Contact Us

Please contact us if you have questions about our privacy policy or the information we hold about you by email sales@pauljeffreys.co.uk or write to us at Paul Jeffreys Estate Agents, 10 The Marsh, Hythe, Southampton SO45 6AL.