

PRIVACY POLICY

VENDORS

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.

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

As you have instructed us to sell/market your property we will need to contact you to arrange viewings, give feedback and give general updates as the sale progresses. We may also let you know about properties you may be interested in by placing you on our mailing list. We will not give your personal information to other third parties except in the following instances:

New Forest Energy Surveyors to carry out the Energy Performance Certificate (if applicable).

Your solicitors (yet to be appointed). Once a sale has been agreed we will forward the sales details to your solicitors, your purchasers and your purchaser's solicitors, by way of a sales memorandum.

If you require mortgage advice, we can if you request it pass your details to Positive Solutions to contact you in this regard. Furthermore, if you request, we can pass your details to local solicitors to provide you with a conveyancing quote.

Anti-Money Laundering

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.

2.

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 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.