

## Privacy Policy

Your privacy is important to us. We will always respect your data and never sell it on to third parties. This privacy policy explains how we use any personal information we collect about you when you use this website and through your transactions with us. By continuing to use this site you agree to us providing to you the information you have requested and confirm that you have read and agree to the use of your information as set out in our privacy policy. Cowling Estate Agents is a trading name of Cowling (EA) Limited, a company registered in England & Wales with company number 07925723 and whose registered office is located at 26 Market Place, Stevenage SG1 1DB.. VAT Reg No: 165687073.

Cowling Estate Agents is committed to ensuring that your privacy is protected. This privacy policy explains how we use the information we collect about you, how you can instruct us if you prefer to limit the use of that information and procedures that we have in place to safeguard your privacy.

### **What information do we collect about you and why?**

We collect information about you when you register with us or use our services. We also collect information when you voluntarily complete customer surveys and provide feedback. Website usage information is collected using cookies. When you contact us, book a valuation, request property details or register an interest in the services we provide, we need to know your name, postal address, email address and contact telephone number. We gather this information to allow us to process your registration, any valuation or viewing bookings you make for a property. The relevant information is then used by us to provide any services requested by you and to communicate with you on any matter relating to the provision of the service. We may also use information and statistics for the purpose of monitoring website usage in order to help us develop the website and our services and may provide such information to third parties in this regard. These statistics will not include information that can be used to identify any individual. We may contact you by post, email or telephone to ask you for your feedback and comments on our services.

### **How will we use the information about you?**

- a) To comply with our legal and regulatory obligations
- b) To perform a contract with you or to take steps at your request before entering into a contract
- c) To fulfil our legitimate interest, we use your personal data in order to deploy and develop our products or services, to improve our risk management and to defend our legal rights. We collect personal information about you to provide you with the service you have requested and, if you agree, to email you about other products and services we think may be of interest to you. We use your information collected from the website to personalise your repeat visits to our website. We would like to send you information about products and services of ours carefully selected by us to contact you in writing, by telephone or by email to offer you content, advertisements, products and services that we believe may be of interest to you. We may also wish to provide you with information about special features of our website or any other service or products we think may be of interest to you. We will not share your information for marketing purposes with third party companies without your permission. By submitting your information, you consent to the use of that

information as set out in this policy. If we change our privacy policy we will post the changes on this page and may place notices on other pages of the website, so that you may be aware of the information we collect and how we use it at all times. If you no longer wish to be contacted for marketing purposes, please contact us at [info@cowlingestateagents.co.uk](mailto:info@cowlingestateagents.co.uk).

### **How we protect your information**

All personal data is stored securely in accordance with the EU General Data Protection Regulation (Regulation (EU) 2016/679) (GDPR). The internet is not a secure medium. We use the most up-to-date technologies to protect the information you give us. We also keep your information confidential. The internal procedures of Cowling Estate Agents cover the storage, access and disclosure of your information. Owing to the global nature of the internet infrastructure, the information you provide may be transferred in transit to countries outside the European Economic Area that do not have similar protections in place regarding your data and its use as set out in this policy. However, we have taken the steps outlined above to try to improve the security of your information.

### **How long we retain your information**

Personal data will only be retained for as long as necessary for the purpose of processing. However, the retention periods can differ based on the purpose for which the data was provided, the requirements of the business, and the lawful basis for processing. Within our business activities there are some legal requirements which apply to the retention of personal data; the minimum retention period is 12 months and the maximum retention period is 7 years from the date the transaction concluded. In the absence of any legal requirements, data is to be deleted when:

- the purpose for which it was provided is no longer valid; or
- the data subject has withdrawn consent; or
- the data is no longer up to date

Your rights

### **As a user you have the following rights –**

- to be informed about our collection and use of personal information;
- access to the personal information we hold about you;
- rectification if any personal information we hold about you is inaccurate or incomplete;
- to ask us to delete any personal information held about you unless we are obliged to retain the information for other legal reasons;
- to restrict or prevent the processing of your personal information;
- data portability (obtaining a copy of your data to re-use with another service or organisation);
- to object to the use of your data for particular purposes.

### **If the business is sold**

If this business is sold or integrated with another business your details may be disclosed to our advisors and any prospective purchasers and their advisors and will be passed on to the new owners of the business.

### **Cookies**

Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. This information is used to track visitor use of the website and to compile statistical reports on website activity. For further information visit [www.aboutcookies.org](http://www.aboutcookies.org) or [www.allaboutcookies.org](http://www.allaboutcookies.org) You can set your browser not to accept cookies and the above websites tell you how to remove cookies from your browser. However in a few cases some of our website features may not function as a result.

### **Other websites**

Our website contains links to other websites. This privacy policy only applies to this website so when you link to other websites you should read their own privacy policies.

### **Changes to our privacy policy**

We keep our privacy policy under regular review and we will place any updates on this web page.

### **How to contact us**

Please contact us if you have any questions about our privacy policy or information we hold about you:

by email [info@cowlingestateagents.co.uk](mailto:info@cowlingestateagents.co.uk) or write to us at: Cowling Estate Agents, 26 Market Place, Stevenage, SG1 1DB.

### **Complaints**

All complaints will be handled under our complaints policy a copy can be requested. If you remain dissatisfied then you have the right to lodge a complaint with a supervisory authority, for UK data protection issues this is: The Information Commissioners Office (ICO) Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF W: <https://ico.org.uk>