

## **HOW YOUR INFORMATION IS USED AND HANDLED:**

We can advise that we may collect, hold and use some of your personal data as detailed below for information purposes and request that you read the following carefully and ensure that it is fully understood. If you do not accept and agree with any part, then please stop using the website immediately as your continuing use of our website will be seen as your acceptance.

### **Meanings mentioned in this document:**

**Data:** Any information provided to our office from a user of the website through our contact page or by e mailing our office relating to any person who can be directly or indirectly identified from that information.

**We are:** Andrew Cole Estate Agents, 12 Townsend Place, Kingswinford, DY6 9JL.

**You are:** A user of the website.

**The website:** [www.andrewcoleestates.com](http://www.andrewcoleestates.com)

### **1: Company information**

Andrew Cole Estate Agents trading as Andrew Cole Estates have a registered address of 12, Townsend Place, Kingswinford, West Midlands, DY6 9JL and if you have any queries in connection with our web site or use of your data, please contact our office on 01384 288188 or e mail [enquiries@andrewcoleestates.com](mailto:enquiries@andrewcoleestates.com)

Our VAT registration number is 990 3053 23

We are members of Property Ombudsman Services and Propertymark.

### **2: Users Rights**

As a user, you have the following rights:

- a) A right to be informed about our collection and use of personal information
- b) A right of access to personal information we hold on our system about you
- c) A right to rectify any details we hold that are incomplete or inaccurate
- d) A right to request any personal information that we hold to be deleted unless we are obliged to retain this information for other legal reasons
- e) A right to prevent or restrict your personal information being processed
- f) A right to obtain a copy of your data to re-use with another service or organisation
- g) A right to object to the use of your data for particular specified reasons

### **3: Data collection**

We do not collect any personal data from you in any other way or form, except where you contact our office directly through any of our contact options available on the website.

We will retain details you provide including your name, address, e mail address together with any other information you choose to give us if you contact our office by telephone or send an e mail.

#### **4: Using your information as provided**

Any personal information held will be processed and stored securely, for no longer than is necessary with the reason this information was provided being a consideration and we will potentially:

- 1) Reply to your e mail
- 2) Provide you with details of the property/properties requested together with any other similar properties we consider may be of interest to you
- 3) Offer/provide you with the service you requested together with any other services we consider may be of interest
- 4) Provide you with a regular summary of properties which we consider may be of interest

We will then delete your personal information once your request has been met or a service has been provided except:

- 1) You were interested in property details we were offering then we will continue to hold your information and continue to send you property details/information that may interest you until such time as you request to be deleted from this service
- 2) You become a vendor or a buyer of a property we are selling
- 3) We are requested to retain your details for a longer period than initially set
- 4) We are required to retain your details for a longer period for other legal reasons

You have the right to withdraw your consent from us using your data and request that we delete the information we hold as data for you. We will never share any of your data with any third party for any purposes and all data will only be stored in the UK.

#### **5: Accessing your data**

You have the right to request a copy of any personal information we hold about you, free of charge. Should you need to make this request please contact our office on 01384 288188 to advise or e mail to [enquiries@andrewcoleestates.com](mailto:enquiries@andrewcoleestates.com). A Subject Access Request (SAR) can be made by a data subject at any time in order to find out details of the personal data we currently hold. This request will be responded to within one calendar month of receipt of the request. Any required/necessary delay will be advised to the data subject together with the need for the extension.

#### **6: Changes to our policies**

We reserve the right to change this policy from time to time if our policies or the law changes and recommend that you check this page regularly in order to keep up to date. Any changes will be posted on this page of the website and we will then deem that you have accepted any changes to the policy on your first use of the website, following the changes.

## **7: Applicability**

This policy applies to your use of this website only which may contain links to other websites. Please note that we have no control over how your data is collected, stored or used by any other website and we therefore advise you to check the policies of any such website before providing any data to them.

## **8: Complaints**

Please contact our office on 01384 288188 or by e mail to [enquiries@andrewcoleestates.com](mailto:enquiries@andrewcoleestates.com) if you have any cause for complaint about our use of your personal data. We will address your concerns noted in the complaint and do our very best to solve the problem to your satisfaction. You also have the right to lodge a complaint with the Information Commissioner's Office (ICO).

For further information about your rights please contact Information Commissioner's Office or your local Citizens Advice Bureau (CAB).