



Privacy policy

Updated 23rd May 2018

To stay up to date with recent changes in legislation we have updated our Privacy Policy. Please see below all of the information to date. Please be aware we reserve the right to change the policy at any time, so please check back regularly to keep informed of updates to this policy.

Our aim is to ensure your privacy is protected to the upmost standards whilst providing a personal and valuable service. Collecting certain personal information is necessary to ensure we satisfy the expectations and requirements of our users.

We understand and agree that your personal information is *personal*. That's why we want to ensure users that we do not distribute your information without consent from you to do so. Below is what we do to ensure your data is protected, and why we do so as well as what controls you have as the user.

What personal information do we collect?

- Your personal details; - Name, contact number(s), email address & any the name of a significant other (If applicable)
- Your property details including Address, Postcode and details such as number of bedrooms, bathrooms and parking arrangements.
- Details of your acting solicitor (If applicable)
- Property Preference / Requirements
- Your position as an applicant-Property to sell, First time buyer, Nothing to sell (*We will not ask for any financial details such as bank account, credit card details etc. However we may ask for proof of funds in the case of purchase*)

How we use your information

We use your personal information on the basis that we have your consent to do so (By your specific provision of such consent at the time that you provided the information to us) and/or because we have a legitimate interest in doing so.

Information is gathered up and placed on our client portal system, Vebra Alto (Subject to change). This allows us to maintain a portfolio for you as our client and tailor your experience. These portals are private to Andrew Hunt Estate Agents and cannot be accessed by any other party.

We receive data you submit via property search engines such as Rightmove and OnTheMarket.com and may contact you in relation to your query or to provide the service you require. If we cannot provide the service you have requested through these sites, your details will be deleted unless there is consent to store them with the interest of providing you our services in the near future.

Please note we do not sell, trade or otherwise transfer your personal information to outside parties; unless required to do so by law or law enforcement.

We store your personal data so that we can manage your profile, find suitable property that meet your requirements and ensure that all progress with your sale is accurate.

Why do we process your personal data in this way?

In order to ensure your experience as our client is of the highest standard we must ensure we obtain enough details from you so that we can tailor your experience to suit your requirements.

To ensure all the details we request are secure, we store it on property portals used by thousands of agents nationwide with high levels of security. Additionally, we store some minor details on file in our office premises such as Name, Contact number and property address. The paper-based details stored are destroyed after 6 years in archive.

Marketing Communications

We will contact you with properties you may be interested in if you have requested details.

For Vendors, you may be selected following the completion of your sale with us for a questionnaire to help us improve our services.

You can opt out of any marketing choices with us at any time if you have registered with us

How do we protect your information?

Our website does not contain any of your personal details to ensure that security cannot be breached. Nevertheless, our website is monitored by our Website developers to ensure all of our information is safe.

All office computers are updated regularly with Antivirus and Malware Scanning.

Your personal information is contained on our Property Portal Software, Vebra Alto (Subject to change). This account is only accessible by Andrew Hunt Estate Agents employees with a combination of password and secure account name. Access to this is solely that of Andrew Hunt Estate Agents employees and cannot be used by third party companies.

Customer Rights

You have a number of rights in respect of our use of your personal information.

- You may request a copy of the personal information we hold about you
- You have the right to be informed how your personal information is being used and stored. This privacy policy aims to do this, but you can also contact us with any questions you may have
- You may object to direct marketing. Every marketing email provides you with a link to unsubscribe or manage your marketing preferences
- You may object to processing carried out on the basis of legitimate interests
- You may ask us to delete the information we hold in relation to you
- You may ask us to amend or rectify the information we hold about you

If you have any questions or concerns, please contact us:

Andrew Hunt Estate Agents

5, High Street

Crawley

West Sussex

RH10 1BH

You can also email us at andrew@andrewhunt.co.uk

Or call us on 01293 530208 (Option 2)

We want to ensure your data that we hold is accurate and up to date. If any of our details about you are incorrect, or you would like us to withdraw any details, please let us know and we can make required amendments.

Complaints

If you have any concern about our handling of personal information, please contact us- andrew@andrewhunt.co.uk

If we cannot resolve your complaint, you reserve right to lodge a complaint with the Information Commissioners Office;- <https://ico.org.uk/concerns/> or, alternatively, your local Citizens Advice Bureau.