

## PRIVACY POLICY

Elliott & Co is committed to the privacy and security of your personal information. It is important for you to know the basis on which we collect and process your personal data, to make sure you stay informed and can be confident about giving us your information. So please do take the time to read our privacy policy.

This policy applies if you're a customer and it covers the use of any of our services; visiting our website, when we email, text or call you or when you call or write to us.

We'll never sell your personal data and will only share it with organisations we work with when it's necessary and the privacy and security of your data is assured. Any information provided to or gathered from our site is controlled by Elliott & Co. If you have any questions in relation to this privacy policy or how we use your personal data please contact us at [sales@elliottandco.net](mailto:sales@elliottandco.net) or write to us at

Elliott & Co, 4 Pysgah Street, Kenfig Hill, Bridgend CF33 6BY

### **What information may be collected about you?**

Personal data is any information which identifies you, or could be used to identify you, such as your name, contact details, address. We will only collect personal data that we need to send details of properties to you, you have requested or to keep you advised of new properties which may come to the market .

You can give us your personal data a number of ways, by filling in forms on our website, or by corresponding with us (by social media platforms, phone, email or post).

The following types of personal information about you may be collected:

- When you register with us you may provide your personal details (name, email, address, telephone, and so on).
- When you connect with us, including by email, post and phone or through social media, the personal data you provide such as your name, contact details (telephone number, email & postal address) and nature of query.

## USE OF COOKIES

### **How we use cookies**

### **We do not collect cookie data from you**

### **Links to other websites**

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

### **What do we use your personal information for?**

Any personal information relating to you will be used by us in accordance with current data protection legislation and this Privacy Policy and only in line with any consent you have previously given.

The main uses of your personal information are:

- To provide services tailored to your requirements and to treat you in a more personal way.
- To respond to enquiries and ensure you get the best possible customer care.
- For management and administrative purposes.

We will only send you communications if you agree to receive them and we will never share your information.

### **Storage and retention of your personal information**

We know how important it is to protect and manage your personal data. We take appropriate security measures to help protect your personal data from accidental loss and from unauthorised access, use, alteration and disclosure.

Elliott & Co operates in the UK and we store most of our data within the European Union (EU).

### **Data retention**

We will retain your personal data for only as long as it is necessary for the uses set out in this privacy policy and/or to meet legal and regulatory requirements. We will actively review the information we hold and securely erase personal data., we will take appropriate measures to anonymise this data.

## **YOUR RIGHTS**

### **Updating your data and marketing preferences**

It is important you remain in control of your data. If, at any time, you want to update or amend your personal data or marketing preferences please contact us through:

- E-mail: [sales@elliottandco.net](mailto:sales@elliottandco.net)
- Post: Elliott & Co, 4 Pisch Street, Kenfig Hill, Bridgend CF33 6BY

We do not wish to send details of new properties coming onto the market for longer than necessary- so please contact us to at [sales@elliottandco.net](mailto:sales@elliottandco.net) –when you want to stop receiving any communication from us / updates.

But it is possible you could receive some marketing in the period prior to that change being made.

### **Accessing, updating and withdrawing consent**

You have the right to request a copy of the personal data that we hold for you and to correct any inaccuracies as well as to exercise your cancellation, rectification and objection rights. If you want to

obtain a copy of the personal information we hold about you, please provide the following information in writing:

- Your name
- Postal address and email
- Any details which may help us to identify you, for example: date when you registered/contacted us.

Please note that we may ask you to verify your identity before we can act on your request. Please write to us at:

- The Data Protection Officer
- Elliott & Co, 4 Pysgah Street, Kenfig Hill, Bridgend CF33 6BY

Where we can provide data and action requests, we will do so free of charge. This will take place within approximately 1 month of receipt of your request.

#### **What to do if you're not happy?**

Firstly, please talk to us directly so we can resolve any problem or query you may have. You also have the right, to contact and/or lodge a complaint with the UK national data protection authority, please visit [www.ico.org.uk](http://www.ico.org.uk)

#### **Changes to this privacy policy**

This Notice replaces all previous versions. From time to time, we may update this Privacy Policy. Should this happen, we will detail the changes on this web page. Please check here regularly for any updates to this Privacy Policy.

**Last update: May 2018**