

Privacy Policy

Website Fair Processing Policy

HOW WE HANDLE & USE YOUR INFORMATION

We may collect, hold and use some of your personal data and so here will provide more information about how this works. Please read it carefully and ensure that you understand it. If you do not accept and agree with any part of it please stop using the website immediately, because your continuing use of our website will be seen as your acceptance of it.

1. Definitions and Interpretation

Meanings of phrases within this document:

- Data** - Any information that a user of the website provides to us, through our "Contact" page, or through emailing us relating to any person who can be directly or indirectly identified from that information.
- We/Us/Our** - Lovelle Estate Agencies Ltd, Registered Address 36 High Street, Cleethorpes, DN35 8JN Company number 5686887 and Lovelle Bacons LLP Registered Address Hampton House, Church Lane, Grimsby DN31 1JR Company number OC373956
- You/Your** - A user of the website
- The Website** - <http://www.lovelleestateagency.co.uk/>
<http://www.lovellebaconsestateagency.co.uk/>
<http://www.lovelle-commercial.co.uk/>
<http://www.surveyme.co.uk>
<http://www.beardsleylettings.co.uk/>
<https://www.lb-charteredurveyors.co.uk>

2. Company Information

Lovelle Estate Agencies Ltd

Trading as Lovelle Estate Agency Ltd

Our VAT number is 934 040061

Lovelle Bacons LLP

Our VAT number is 133 023859

We are a member of The Property Ombudsman Scheme

If you have any questions about the website or the use of your data, please contact us at 01472 353436 or dataprotection@lovelle-property.co.uk

3. Users Rights

As a user you have the following rights -

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

4. Data Collection

Except where you contact us directly through any of our contact options available on the Website you we do not collect any personal data from you.

If you contact us or send us an email, we will retain the details you provide to us including your name, your email address, and any other information which you choose to give us.

However, we do place cookies on your computer or device. More details can be found in our cookie policy.



5. Using Your Information

Where we hold any personal information, it will be processed and stored securely, for no longer than is necessary, considering the reason it was provided to us.

We will potentially -

- i. Reply to your email;
- ii. Provide details on the properties requested, plus any others we think may interest you;
- iii. Offer or provide you with the services requested, plus any others we think may interest you;

We will delete your personal information once your request has been met or the service has been provided, except where –

- i. You were interested in details of properties we are offering, when we will continue to hold your information in order to send you information on other properties that may interest you;
- ii. You become a client, buyer or tenant of a property;
- iii. You require us to retain it for longer;
- iv. We are required to retain it for longer for other legal reasons.

You have the right to withdraw your consent to us using your data and to request that we delete it.

We will not share any of your data with any third parties for any purposes other than as set out below.

5.1 We may disclose your personal information to any member of our group, which means our group of franchised Lovelle branches, subsidiaries, our ultimate holding company and its subsidiaries, as defined in section 1159 of the UK Companies Act 2006.

5.2 With Service Providers

Where required we may share limited personal information you provide when you register with us or enter in to a transaction with us, as necessary and only for the purposes and on the lawful grounds described above with various third parties who process your personal information on our behalf (Data Processors), such as; Software and system providers including but not limited to Property Software Group, Focus, Sage, iam-Sold, Pattinsons, Move-with-us. Website Hosts and analytics platform providers including but limited to, Google Analytics, Zoopla Remarketing, Facebook, Instagram & the Google Display Network.

5.3 Lettings

Including but not limited to tenant referencing agencies, credit agencies, other estate agents or landlords, contractors and property maintenance services, gas and electrical contractors, utility companies and insurance providers.

5.4 Sales

Including but not limited to Solicitors/Conveyancers, Surveyors, Financial/Mortgage advisors, other estate agents in a chain, contractors and property maintenance services.

5.5 We require that these service providers and other third parties adhere to strict rules when processing your personal information, including to only use your personal information in accordance with our specific instructions (such as for the purposes of completing referencing or contacting you to arrange access to carry out necessary repairs) and the applicable laws.

5.6 With Legal and Law Enforcement

We will disclose personal information where required by law or legal process, for the administration of justice, to protect your vital interest, for investigations by law enforcement or regulatory bodies, to protect and defend our property and legal rights, to protect the personal safety of our website users or by order of a valid injunction from a court or law enforcement agency.

5.7 In Relation to Business Interests

In the event that we sell, lease or buy any business or assets, we may disclose your personal data to the prospective seller or buyer of such business or assets.

5.8 If Lovelle is or all of its assets are acquired by a third party, personal data held by us about our customers will be one of the transferred assets.



6. Storage of your Data

Your data will only be stored in the EU.

7. Accessing Your Data

You have a right to ask for a copy of any personal information we hold on you free of charge. Please contact us to make a request dataprotection@lovelle-property.co.uk

8. Changes to our Policies

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

9. Applicability

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

10. Complaints

If you have any cause for complaint about our use of your personal data, please contact us at dataprotection@lovelle-property.co.uk

We will address your concerns and attempt to solve the problem to your satisfaction.

You also have the right to lodge a complaint with the Information Commissioner's Office.

For further information about your rights, please contact the Information Commissioner's Office, or your local Citizens Advice Bureau.

