

PRIVACY POLICY

We respect your privacy.

Any data collected from the registrations received via our website, email, post, over the phone or in person is kept confidential. This Privacy Policy complies with the General Data Protection Regulation (GDPR) (EU) 2016/679.

WHO WE ARE

Brown & Brooke are an independent estate agent established in 2006. Our postal address is Brown & Brooke, 184 Westcombe Hill, Blackheath, London, SE3 7DH, United Kingdom. Telephone: 020 8858 0200.

All Brown & Brooke activities are overseen by Brown & Brooke Sales Ltd., a company limited by guarantee (Company Registration No. 06335396 / VAT Registration No: 881867668).

WHY WE COLLECT YOUR PERSONAL DATA

We need to collect some personal data from you to be able to provide you with the services you have requested when registering via our website, email, post, over the phone or in person. We will not collect any personal data that we do not need to provide these services to you.

OUR LAWFUL BASIS FOR PROCESSING YOUR PERSONAL DATA

When you register with us via our website, email, post, over the phone or in person, and we collect your personal data, our lawful basis for processing your data will be our "Legitimate Interest" in providing you with property marketing information and/or services that you have requested by registering.

INFORMATION WE COLLECT AND PROCESS ABOUT INDIVIDUALS

We only store data that is necessary and relevant to the services provided by our company. Any processing of your data is only done to provide or perform the services you have requested. We collect and process personal information from individuals:

- Who register on our website to receive marketing material.
- Who register via an affiliated third party (property portals etc.) to receive marketing material from Brown & Brooke.
- Who call us on the phone, send us communication via post, email us or visit us in person.

The information collected includes your name, telephone number and email address together with other personal information that you may provide at the time of registration.

WHAT WE DO WITH YOUR PERSONAL DATA

We will use the data you have provided to match you to suitable properties and send you property marketing emails. We do not share your personal details with unaffiliated groups without your explicit permission. We may share some of your personal information with certain groups, e.g. affiliated third parties and contractors such as mortgage advisors, for the sole purpose of helping us provide property services to you. These groups do not share your personal information or use it for any purpose other than as instructed by us.

When you give Brown & Brooke your personal information, we take steps to ensure that your information is treated securely. Whilst we strive to protect your personal information, Brown & Brooke cannot guarantee the security of any information you transmit to us across the internet and you do so at your own risk. Our website may contain links to other websites. 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.

ESTATES IT™ LTD ROLE

Estates IT™ Ltd developed our website, and are a Data Processor for Brown & Brooke. Estates IT™ Ltd do not collect information other than for the improvement of our website.

COOKIE POLICY

A cookie is a small string of text that a website can send to your browser to store user information for the purposes of distinguishing your browser from a previous visitor by saving and remembering any preferences or passwords that may have been set while browsing that site. Currently our website uses (Google Analytics) cookies. You are free to refuse cookies from our website but this may prevent you accessing some parts of the website. Cookies do not store or pass any personal data from the website.

WHAT INFORMATION IS AUTOMATICALLY COLLECTED WHEN YOU VISIT OUR WEBSITE

When you browse on our website your e-mail address is not automatically collected, but Estates IT™ Ltd server may automatically gather and store the following information about your visit:

- Your IP address
- The type of browser and operating system used to access our site
- The pages you visit
- The date and time of your visit

Estates IT™ Ltd analyse the website logs to constantly improve the value of the materials available on the website. These website logs are not personally identifiable, and Estates IT™ Ltd make no attempt to link them with the individuals who browse the site. Estates IT™ Ltd use your IP address to help diagnose problems with their server, and to administer the website. An IP address only provides information about who your Internet service provider is. It cannot be used to personally identify you.

SUBMITTING REGISTRATION INFORMATION

If you register via our website, our third party affiliates (property portals), email, post, over the phone or in person, you agree that Brown & Brooke can use this information to match your property requirements and contact you.

At the time of registration we will confirm your marketing communication preferences and consent for the purpose of referral to the third party providers relevant to the purpose of your registration. We will keep a digital/ paper record of that correspondence.

YOUR RIGHTS

You have the right:

- To be informed
- Of access
- To rectification
- To erasure
- To restrict processing
- To data portability
- To object

In relation to automated decision making and profiling.

UPDATING YOUR DATA

If you believe the personal data we hold about you is incorrect, you have the right to request in writing a copy of this data, free of charge, and have it corrected, restricted or deleted. Please do so by sending an email to info@brownandbrooke.co.uk.

WHERE YOUR DATA IS STORED

The data we collect via our website or email, over the phone, via post or in person is either stored on servers which are hosted in a secure location in England UK (by our website and email providers Estates IT™ Ltd and fasthosts), on the server, computers and mobile devices, which are password protected.

Depending on the format, the data might also be stored in a locked filing cabinet.

We do not store or process individuals' data outside of the European Economic Area ("EEA"). Occasionally, we might use third party providers for the purpose of email marketing. When we do, we will ensure they too are GDPR compliant.

HOW LONG WE WILL KEEP YOUR PERSONAL DATA

Brown & Brooke retain any personal information you have provided when registering via our website, email, post, over the phone or in person for as long as is needed to provide you with an appropriate level of service, or until you request that it is deleted. Even if we delete your personal information it may persist on back-up or archival media for legal, tax or regulatory reasons.

DATA SHARING, RESALE OR DISCLOSURE OF INFORMATION

Estates IT™ Ltd does not share, sell, rent, loan, trade, or lease any personal information collected at www.brownandbrooke.co.uk website. Information is passed through the website and given to Brown & Brooke. Brown & Brooke does not share, sell, rent, loan, trade, or lease any personal information collected from the registrations received via our website, email, post, over the phone or in person.

UPDATING YOUR MARKETING PREFERENCES

You may update your marketing preferences at any time by sending an email to: info@brownandbrooke.co.uk.

REMOVAL FROM LIST

You may remove your information from the registration list and opt out of future marketing communications from Brown & Brooke by sending an email to: info@brownandbrooke.co.uk
The subject line should contain only one word: **REMOVE**

CONTACTING US ABOUT THIS PRIVACY POLICY

If you have any questions about this Privacy Policy or wish to complain about the way we handle your personal data, you can contact us via email to have the matter investigated.

Our complaints procedure can be found on our website:
<http://www.brownandbrooke.co.uk/fees/complaints-procedure.pdf>

If you are not satisfied with our response or believe we are not processing your personal data in accordance with the law, you have the right to complain to the Information Commissioners Office.
ICO website: <https://ico.org.uk>

CHANGES TO THIS PRIVACY POLICY

We may make changes to this policy from time to time. If we do, we will post the changes on our website. We recommend you check this policy regularly. If the changes are significant, we may also inform registered users of these changes by email.