

Chambers Sales & Lettings is committed to protecting and respecting your privacy. This policy sets out the basis on which any personal data we collect from you, or that you provide to us will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it. For the purpose of UK data protection law, the data controller is SBK Stubbington Ltd T/A Chambers Sales & Lettings.

We will collect and process the following data about you: Information you give us through filling in forms on our website ([www.chambersestateagency.com](http://www.chambersestateagency.com)) by phone, e-mail or otherwise. Information we collect about you. With regard to each of your visits to our site we may automatically collect the following information: technical information, including the Internet protocol (IP) address used to connect your computer to the Internet; and information about your visit. Our website uses cookies to distinguish you from other users of our website. this helps us to provide you with a good experience when you browse our website and also allows us to improve our site. Storage of Your Data In all cases we will hold your personal information securely, either in hard copy on our property files or digitally within our software. We use Expert Agent and Keydata who are data processors of information we hold. Your data will only be stored in EA. For more Information on the cookies we use and the purposes for which we use them are available via our cookie policy.

**We use information held about you in the following ways:** We will use this information to carry out our obligations arising from any contracts entered into between you and us and to provide you with the information, products and services that you request from us. To provide you with information about other goods and services we offer that are similar to those that you have already purchased or enquired about, to provide you, or permit selected third parties to provide you with information about goods or services we feel may interest you. If you are an existing customer, we will only contact you by electronic means (namely e-mail) with information about goods and services similar to those which were the subject of a previous sale or negotiations of a sale to you. To notify you about changes to our service, to ensure that content from our site is presented in the most effective manner for you and for your computer. Information we collect about you we will use to administer our site and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes. To improve our site to ensure that content is presented in the most effective manner for you and for your computer to allow you to participate in interactive features of our service, when you choose to do so. As part of our efforts to keep our site safe and secure, to measure or understand the effectiveness of advertising we serve to you and others, and to deliver relevant advertising to you, to make suggestions and recommendations to you and other users of our site about goods or services that may interest to you or them.

**Information we receive from other sources** We will combine this information with information you give to us and information we collect about you. We will use this information and the combined information for the purposes set out above (depending on the types of information we receive). Disclosure of your information You agree that we have the right to share your personal information with: any member of our group, which means our subsidiaries, our ultimate holding company and its subsidiaries, as defined in section 1159 of the UK Companies Act 2006. We will disclose your personal information to third parties in the event that we sell or buy any business or assets. We will disclose your information If we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our terms of use and other agreements, or to protect the rights, property, or safety of us, our customers, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction. Where we store your personal data The data that we collect

from you may be transferred to, and stored at, a destination outside the United Kingdom ("UK"). It will also be processed by staff operating outside the UK who work for us or for one of our suppliers. This includes staff engaged in, among other things, the fulfilment of your order, the processing of your payment details and the provision of support services. By submitting your personal data, you agree to this transfer, storing or processing. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy. Unfortunately, the transmission of information via the Internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site, any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

**Your rights** You have the right to tell us not to use your personal information for marketing purposes. You can exercise this right by unsubscribing using the link in any of the marketing emails we send you. UK data protection law also gives you the right to access your personal information, to object to the use of your personal information for certain purposes, and the right to erase, restrict or receive a machine-readable copy of your personal information. You can exercise any of these rights by contacting us at our Head Office address in the **contact us** section of our website. We will comply with the law in responding to your requests. That means that there may be some legal reasons why we cannot comply with all requests. Changes to our privacy policy Any changes we make to our privacy policy in the future will be posted on this page and where appropriate notified to you by e-mail. Please check back frequently to see any updates or changes to our privacy policy.

**Retention Period** We will retain the personal information we hold for up to 6 years, because the time limit for any party to initiate civil action against us should they believe they have a claim is 6 years.

**Contacting us** If you have any questions about this privacy policy or the way we handle your personal information, please contact us at our Head Office address in the **contact us** section of this website. We hope that we will be able to answer any questions or concerns that you have.

You have the right at any time to raise your concern with the Information Commissioner's Office at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5A

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