

## Updated privacy policy

### Privacy Policy

Chasemore Property Limited ("Chasemore", "We", "Our") endeavours at all time to safeguard the privacy of our website visitors, clients and contacts, and this Privacy Policy sets out how Chasemore will treat your personal information.

Chasemore is a limited company registered in England and Wales, number 06304532. Our registered office is Sdc (2012) Ltd P/A Shah Dodhia & Co, 173 Cleveland Street, London, W1T 6QR.

For the purposes of the applicable Data Protection legislation (including the UK General Data Protection Regulation and the Data Protection Act 2018), we are the controller in respect of the personal data we collect when you use our website at [www.chasemoreproperty.com](http://www.chasemoreproperty.com) (the "Website") or contact us or become a client.

#### 1 What information will be collected?

Chasemore may collect, store and use the following kinds of personal data:

(a) if you contact us by email or telephone or in writing, or in person, we ask you to supply your name, e-mail address, phone number, and country of residence, and where applicable the company you represent and your job title, in order to identify you;

(b) if you wish to use the facility on the Website to make a free valuation request on your property, we ask you to provide your name, e-mail address, phone number, and address, and any other information you wish to provide, including the address of any property which you are wishing to obtain a valuation for;

(c) if you register with us, or become a client, we will collect your name, postal address, e-mail address, and phone number, including the address of any property which you are wishing to sell. You may also be asked to provide other details such as your interests, likes and preferences. We are also required to obtain and record personal information for the purposes of the Anti-Money Laundering legislation and related purposes.

#### 2 Information about Website visits

Please refer to our Website Privacy on our website [www.chasemoreproperty.com](http://www.chasemoreproperty.com) for full details.

#### 3 Use of personal data

We will process the personal data that you give us, or we collect from you, when you contact us through the Website or by email or phone, or register with us, or meet us in person, so that we can supply you with the information about the information services that we make available. The legal basis on which we do so is that it is necessary for our legitimate interests in promoting and marketing our goods and services. If you wish to use the facility on the Website to make a Free Valuation

Request On Your Property, we will use your personal data on the basis that you consent to our doing so.

If you become a client, we will process the personal data that you give us in order to supply you with our services, for internal record keeping, billing and accounting, and to respond to any queries, complaints or requests for further information. The legal basis on which we do so is that it is necessary for our performance of the contract we have with you, or it is necessary for our legitimate interests in managing our business and improving our goods and services. In the case of personal information that we collect and record for the purposes of the Anti-Money Laundering legislation and related purposes, we do so on the basis that this is a legal requirement.

In addition to the uses identified elsewhere in this privacy policy, Chasemore may use your personal information, on that it is necessary for our legitimate interests in promoting and marketing our business and providing a better service for our clients and potential clients, to:

(a) improve your browsing experience by personalising the website;

(b) send to you marketing communications relating to our business which we think may be of interest to you by post or, where you have specifically agreed to this, by email or similar technology (you can inform us at any time if you no longer require marketing communications to be sent by emailing us at [enquiries@chasemoreproperty.com](mailto:enquiries@chasemoreproperty.com)).

Chasemore will not, without your express consent, provide your personal information to any third parties for the purpose of their direct marketing.

#### 4 Other disclosures

In addition to the disclosures necessary for the purposes identified elsewhere in this privacy policy, Chasemore may disclose information about you:

(a) to the extent that it is required to do so by law; or

(b) where it has a legitimate interest in doing so, such as in order to establish, exercise or defend its legal rights (including providing information to others for the purposes of fraud prevention, reducing credit risk and compliance with anti-money laundering legislation), or in connection with any legal proceedings or prospective legal proceedings.

C) We will also pass your details where necessary to your property solicitors and those of the other party to your transaction.

D) To share your information with others where necessary to fulfil our property services for you. Or where acting as agent for a third party on your behalf.

Note, however, that we may not always be able to comply with your request of erasure for specific legal reasons which will be notified to you, if applicable, at the time of your request.

Except as provided in this privacy policy, Chasemore will not provide your information to third parties.

#### 5 Security of personal data

Chasemore will take reasonable precautions to prevent the loss, misuse or alteration of your personal information. However, data transmission over the internet is inherently insecure, and Chasemore do not guarantee the security of data sent over the internet.

You are responsible for keeping your password confidential.

#### 6 How long do we keep personal data for

If you contact us with an enquiry for a property search, we will keep your details until we either find you a property or you inform us that you are no longer looking.

If you become a client, we normally retain contract information (including personal data) for six years after the end of the relevant contract, or for longer where it is necessary for us to do so for the establishment, exercise or defence of legal claims or for compliance with regulatory or other legal obligations. Information that we collect and record for the purposes of the Anti-Money Laundering legislation and related purposes will be kept for a minimum of five years.

#### 7 Your rights as a data subject

As a data subject you have certain legal rights including:

(a) the right to access the personal data held about you (normally without any charge);

(b) the right to ask us not to process your personal data for marketing purposes;

(c) the right to withdraw at any time any consent you have given to receive marketing material from us, or in any other case where we process your personal data on the basis of a consent that you have given (and not on some other legal basis);

(d) the right to ask us to rectify inaccurate personal data about you;

(e) the right to ask for the restriction of personal data concerning yourself that is inaccurate, unlawfully processed, or no longer required;

(f) the right to ask for the transfer of your personal data in a structured, commonly used and machine readable format where the processing is based on your consent;

(g) the right to ask for the erasure of personal data concerning yourself where processing is no longer necessary, or the legitimate interests we have in processing your personal data are overridden by your interests, rights and freedoms as the data subject; and

(h) the right to make a complaint about to the Information Commissioner's Office.

## 8 Third party websites

The Website contains links to other websites. Chasemore are not responsible for the privacy policies and practices of third party websites.

## 9 Transfer of your personal data

Chasemore will not normally transfer your personal data out of the UK. If such a transfer becomes necessary, We will ensure compliance with UK GDPR International data transfer requirements, including, but not limited to the use of standard contractual clauses and transfer risk assessments.

## 10 Amendments to Privacy Policy

Chasemore may update this Privacy Policy from time-to-time by posting a new version on its website. You should check this page occasionally to ensure you are happy with any changes.

## 11 Contact

If you have any questions about this Privacy Policy or our treatment of your personal data, please write to us by email to [enquiries@chasemoreproperty.com](mailto:enquiries@chasemoreproperty.com) or by post to 2 Eaton Gate, Belgravia, London SW1W 9BJ. Alternatively, should you require further information regarding data protection issues in the United Kingdom, visit the Information Commissioner's Office website at [www.ico.gov.uk](http://www.ico.gov.uk).