



ESTATE AGENTS

Residential Sales
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Lettings & Property
Management
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Privacy Policy Notice

Owen Lyons Estate Agents (Grays) are committed to protecting and respecting your data privacy

In this document, "we" or "us" refers to **Owen Lyons Estate Agents (Grays)**

Our office is at **12 Orsett Road, Grays, Essex. RM17 5DL**

This document lays out our policy regarding all information that we record about you. It covers both information that could identify you and information that could not.

As a company we take the protection and privacy of the information we hold extremely seriously. We understand that all users of our website have the right to be concerned that their data will be held securely and will not be used for any purpose unintended by them and that it will not accidentally fall into the hands of a third party. We are constantly reviewing our privacy policy and the way we store and process data in order to comply with the EU General Data Protection Regulation (GDPR). We have included information in this policy that is specific and informative. We are happy to review our policy if you inform us of any area you feel it fall short of your expectations.

If there are any points within this document that you disagree or feel strongly against we regretfully suggest that, your only action would be to leave our website immediately.

Other than the points laid out in the information below, we do not share, or sell, or disclose to a third party, any personally identifiable information collected on this site.

Please see below under each heading a list of the information we collect from you, either through our website or if you have provided it to us in an alternative way, and the reasons why it is necessary to collect it:

Contact and Identification Information

This information is used:

- to provide you with the services which you have requested;
- for verifying your identity for money laundering and security purposes as specified under UK law;
- for marketing our services and products

- for instructing the maintenance of rented properties
- information that is not able to identify you may be used in general way by us or third parties, such as statistical demographics or usage of a particular page or service.

Marketplace information

When we obtain information from you specifically to enable you to use or buy a service offered on our website by another party, you are agreeing that in giving us your information, you are also giving us permission to pass it to the relevant party.

Your e-mail address

We shall not under any circumstances divulge your e-mail address to any person who is not an employee, recommended financial service, solicitor, referencing company, energy assessor, surveyor, insurance provider, management company, local government or contractor of ours and who does not need to know, either generally or specifically.

This information is used:

- to correspond with you or deal with you as you should expect.
- in a collective way not referable to any particular individual, for the purpose of quality control and improvement of our site;
- to send you news about the services to which you have signed up;
- to tell you about other of our services

Website usage information

We may use software embedded in our website (such as JavaScript) to collect information about which pages you view and how you reach them, what you do when you visit a page, the length of time you remain on the page, and how we perform in providing content to you.

Business and personal information

This includes all information given to us in the course of your business and ours, such as information you give us in your capacity as our client. We undertake to preserve the confidentiality of the information and of the terms of our relationship. It is not used for any other purpose. We expect you to reciprocate this policy. We keep information which forms part of our business record for a minimum of seven years.

Cookies

If and when you are exposed to cookies whilst using our website the following may apply. Cookies are small text files that are placed on your computer's hard drive through your web browser when you visit any website. They are widely used to make websites work, or work more efficiently, as well as to provide information to the owners of the site.

A 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 site and allows us to improve the site.

Sending a message to our support system

When you send a message, we collect the data you have given to us in order to obtain confirmation that you are entitled to receive the information and to provide you the information you need. We record your request and our reply in order to increase the efficiency of our business/organisation. We may keep personally identifiable information associated with your message, such as your name or email address.

Complaining

When we receive a complaint, we record all the information you have given to us. We use that information to resolve your complaint. If your complaint reasonably requires us to contact another party, we may decide to give to that other party some of the information contained in your complaint. We do this as infrequently as possible, but it is a matter for our sole discretion as to whether we do give information, and, if we do, what that information is.

We may also compile statistics showing information obtained from this source to assess the level of service we provide, but not in a way that could identify you or any other person.

Job application and employment

If you send us information in connection with a job application, we may keep it for up to three years in case we decide to contact you at a later date.

If we employ you, we collect information about you and your work from time to time throughout the period of your employment. This information will be used only for purposes directly relevant to your employment. After your employment has ended, we will keep your file for six years before destroying or deleting it.

Content you provide to us

If you provide information to us with a view to it being read, copied, downloaded or used by other people, we accept no responsibility for what that third party may do with it. It is up to you to satisfy yourself about the privacy level of every person who might see your information. If it is available to all the world, you have no control whatsoever as to how it is used.

Marketing information

With your permission we pass your email address and name to selected associates whom we consider may provide services or products you would find useful. You may opt out of this service at any time by instructing us at property@Owenlyons.com or in writing to our registered office

Information we obtain from third parties

Although we do not disclose your personal information to any third party (except as set out in this notice), we do receive data which is indirectly made up from your personal information, from software services. No such information is identifiable to you.

Disclosure to Government and their agencies

We are subject to the law like everyone else. We may be required to give information to legal authorities if they so request or if they have the proper authorisation such as a search warrant or court order.

Review or update personally identifiable information

At any time you may review or update the personally identifiable information that we hold about you by contacting us at the address below. To better safeguard your information, we will also take reasonable steps to verify your identity before granting access or making corrections to your information.

Owen Lyons Estate Agents (Grays)
12 Orsett Road
Grays
Essex
RM17 5LD

Sale of your personal information

Except as specified above, we do not rent, sell or otherwise disclose any of your information to any party outside our business.

Data may be "*processed*" outside the UK

Our websites are hosted in the EU. We also use outsourced services in countries outside the EU from time to time in other aspects of our business. Accordingly, data obtained within the UK may be "*processed*" outside the UK and data obtained in any other country may be processed within or outside that country.

Compliance with the law

This confidentiality policy has been compiled so as to comply with the law of every jurisdiction in which we aim to do business. If you think it fails to satisfy the law of your country, we should like to hear from you, but ultimately it is your choice as to whether you wish to use our website.

Removal of your information

If you wish us to remove personally identifiable information from our website, you may contact us via e-mail. To better safeguard your information, we will also take reasonable steps to verify your identity before granting access or making corrections to your information.

If you have any questions regarding this privacy policy and notice, please contact us via e-mail: property@owenlyons.com