

## Privacy Policy

Thank you for visiting our website. Mortimer & Gausden are 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 Mortimer & Gausden Ltd. 7 Langton Place, Bury St. Edmunds, Suffolk. IP33 1NE.

### Information we collect from you

The information that we collect about you will only be used lawfully (in accordance with the Data Protection Act 1998 and the General Data Protection Regulation 2018).

We will collect and process the following data about you:

**Information you give us.** This is information about you that you give us by filling in forms on our website [www.mortimerandgausden.co.uk](http://www.mortimerandgausden.co.uk) or by corresponding with us by phone, e-mail or otherwise. This includes:

- Your name
- Address
- Telephone number (s)
- E-mail address

**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 or mobile device to the Internet.
- Information about your visit including how you use our website and other websites.

**Information we receive from other sources.** We may receive information about you if you use a property portal website to contact us. This could include details of your property search and information about your likely interests. We may combine this information with other information you provide to us or which we collect about you.

## **How we will use your personal information.**

- To administer our site and for internal operations, including, testing, troubleshooting, data analysis, research, statistical and survey purposes.
- To provide a service to you we use your personal information to provide you with information and services that you request from us and to administer any promotions
- To improve our site to ensure that content is presented in the most effective manner for you and for your computer or mobile device.
- 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 you or them.

## **Sharing your personal information**

We may share your personal information with third parties in the following circumstances:

- Vendors and Purchasers. When you ask us to do so, we may share your personal information with current or prospective landlords, tenants, vendors and purchasers (and their respective advisors) in relation to any potential sale or rental. If any of these third parties is a business, then they will become a data controller of the information we provide, and their own privacy policies will apply.
- Our business partners, suppliers and subcontractors. We may provide your personal information to our business partners, suppliers and subcontractors who are providing services to us, or where necessary to provide a service you have requested.
- We may also share your personal information in order to obtain professional advice, or to comply with a legal obligation or a request from law enforcement or another regulatory authority.

## **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).

## **Cookies**

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. For detailed information on the cookies we use and the purposes for which we use them see our cookie policy.

## **Uses made of the information**

We use information held about you in the following ways:

- 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 (e-mail or SMS) 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.

## **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, in which case we will disclose your personal data to the prospective seller or buyer of such business or assets.
- If we or substantially all of our assets are acquired by a third party, in which case personal data held by it about its customers will be one of the transferred assets.
- 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.

- We may, in further dealings with you, and in order to carry out our obligations arising from any contracts entered into between you and us, pass your details on to selected third parties to enable them to provide you with the information, products and services that you request from us. Where such consent has been provided it can be withdrawn by you at any time. Any third parties we refer to have signed a data protection agreement with us to ensure their GDPR compliance.

## **Protection of Personal Information**

Our staff and those working for us maintain a responsibility to keep your information confidential and will only use it to offer relevant products and services related to your enquiry. We will not disclose your personal information to any other party without your prior permission or unless we are required to do so by law.

The Internet is not a secure medium. However, to protect your data we put in place various security procedures including use of firewalls and backup measures. We limit access to data to relevant personnel and password protect all machinery holding personal data.

Your details will be kept within the Mortimer & Gausden Ltd organisation until such time as you ask for them to be removed or we decide that, in absence of any response, they should be removed.

## **Storing Your Personal Data**

Information and records relating to service users will be stored securely and will only be accessible to authorised staff. Information will be stored for only as long as it is needed or as required by law and will be disposed of appropriately.

The data that we collect from you may be transferred to, and stored at, a destination outside the European Economic Area ("EEA"). It will also be processed by staff operating outside the EEA 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.

## **Links to other websites**

Our website may contain links to other websites that are not run by us. If you follow a link to another website, please note that other websites have their own privacy policies and we are not responsible for those policies or other websites' content. You should check these privacy policies before submitting any personal information to these websites

## **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 or by contacting us and requesting that processing of your details be restricted or deleted.

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 using any of the details below.

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.

## **Contacting us**

If you have any questions about this privacy policy or the way we handle your personal information, please contact us at:

Mortimer & Gausden Ltd  
7 Langton Place  
Bury St. Edmunds  
Suffolk  
IP33 1NE  
Tel: 01284 755526  
[mail@mortimerandgausden.co.uk](mailto:mail@mortimerandgausden.co.uk)

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 5AF