

# Privacy Policy

## HOW WE HANDLE & USE YOUR INFORMATION

We may collect, hold and use some of your personal data. Here we provide more information about how this works.

Please read it carefully and ensure that you understand it. If you do not accept or agree with any part of it please stop using the website immediately, because your continuing use of our website will be seen as your acceptance of it.

### 1. Definitions and Interpretation

Meanings of phrases within this document:

**Data -** Any information that a user of the website provides to us, through our "Contact" page, or through emailing us relating to any person who can be directly or indirectly identified from that information.

**We/Us/Our -** **Company Name**  
Seek Property Solutions Ltd

**Registered Office Address**  
27 Old Gloucester Street  
London  
WC1N 3AX

**Company Registration Number**  
11366211

**You/Your -** A user of the website

**The Website -** [www.seekpropertysolutions.co.uk](http://www.seekpropertysolutions.co.uk)

## **2. Users Rights**

As a user you have the following rights -

- A right to be informed about our collection and use of personal information;
- A right of access to the personal information we hold about you;
- A right to rectification if any personal information we hold about you is inaccurate or incomplete;
- A right to ask us to delete any personal information held about you unless we are obliged to retain the information for other legal reasons;
- A right to restrict or prevent the processing of your personal information;
- A right to data portability (obtaining a copy of your data to re-use with another service or organisation);
- A right to object to the use of your data for particular purposes.

## **3. Data Collection**

We collect your data where you contact us directly through any of our contact options available on the Website.

If you contact us or send us an email, we will retain the details you provide to us including your name, your email address, telephone number and any other information which you choose to give us.

However, we do place cookies on your computer or device.

## **4. Using Your Information**

Where we hold any personal information, it will be processed and stored securely, for no longer than is necessary, considering the reason it was provided to us.

We will potentially -

- i. Reply to your email;
- ii. Offer or provide you with the services requested, plus any others we think may interest you;
- iii. Use third party suppliers and offer services unique to them

We will delete your personal information once your request has been met or the service has been provided, except where –

- i. You become a client;
- ii. You require us to retain it for longer;

iii. We are required to retain it for longer for other legal reasons.

You have the right to withdraw your consent to us using your data and to request that we delete it.

## **5. Telephone and website recording**

We may record telephone calls for training and security purposes. Where we do record telephone calls, you will be informed at the beginning of the call. Recordings will be kept no longer than necessary. We may also use web site recording services which may record mouse clicks, mouse movements, page scrolling and any text keyed into website forms. The information collected does not include bank details or any sensitive personal information. Information collected in such a fashion is for our internal use only. The information collected is used to improve our website usability and is stored and used for aggregated and statistical reporting.

## **6. Storage of your Data**

Your data will only be stored in the UK or EU.

## **7. Changes to our Policies**

We recommend that you check this page regularly to keep up-to-date, as we reserve the right to change this Policy from time to time if our policies change or the law changes. Any changes will be posted on this page of the website and you will be deemed to have accepted changes to the Policy on your first use of the website following the changes.

## **8. Applicability**

This Policy applies only to your use of this website. The website may contain links to other websites. Please note that 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.

## **9. Complaints**

If you have any cause for complaint about our use of your personal data, please contact us.

You also have the right to lodge a complaint with the Information Commissioner's Office.

For further information about your rights, please contact the Information Commissioner's Office, or your local Citizens Advice Bureau.

## **COOKIE POLICY**

### **WHAT ARE COOKIES?**

- i. Cookies are small files placed on your computer or device by our site when you visit certain parts of it and/or when you use certain features of our site. They are created when you open our website.
- ii. Our website sends information to the browser you use, which then creates a text file.
- iii. These cookies are then stored as small files on your device for various periods of time.
- iv. Every time you come back to the website, the browser retrieves and sends cookies to the server, which helps to improve your experience of the website by remembering settings, so you don't have to re-enter them every time you visit
- vi. Measuring use of the website so that we can see where we can improve.
- vii. You can manage and/or delete these small files from your device, but please be aware that this will limit the functionality we then can offer to you.
- viii. To learn more about cookies and how to manage or remove them, please visit [aboutcookies.org](http://aboutcookies.org) or [www.allaboutcookies.org](http://www.allaboutcookies.org)

### **OUR COOKIE POLICY AND USAGE**

- i. We have carefully chosen these cookies and have taken steps to ensure that your privacy and personal data is protected and always respected.
- ii. As with many websites, we use cookies to make using our website as simple and convenient as possible to use.
- iii. Please read this cookie policy carefully and ensure that you understand it.
- iv. Your acceptance of our cookie policy is deemed to occur if you continue using our site.

- v. If you do not agree to our cookie policy, please stop using our site immediately.
- vi. Our cookie policy applies to the Seek Property Solutions website.

## HOW DOES OUR SITE USE COOKIES?

### Strictly Necessary Cookies

A cookie falls into this category if it is essential to the operation of our site, supporting functions such as logging in, your shopping basket, and payment transactions.

### Analytics Cookies

It is important for us to understand how you use our site, for example, how efficiently you can navigate around it, and what features you use. Analytics cookies enable us to gather this information, helping us to improve our site and your experience of it.

## WHAT COOKIES DOES OUR SITE USE?

The following third-party Cookies may be placed on your computer or device:

<b>Name of Cookie</b>	<b>Purpose</b>	<b>Provider</b>	<b>Strictly Necessary</b>
_gid	Google Analytics anonymous ID for our usage tracking	Google Analytics	No
_ga	Used to distinguish users.	Google Analytics	No
_gat_gtag_*	Does not store any user information. Used for advertising where appropriate.	Google Analytics	No
DYNSRV	This cookie is added by our load balancer to track which web server to send the visitor to. Its purpose is to improve the performance of the website.	Web Hosting Company	Yes

- i. Our site uses analytics services provided by Google Analytics

- ii. Analytics refers to a set of tools used to collect and analyse anonymous usage information, enabling us to better understand how our website is used. This, in turn, enables us to improve our website and the services offered through it
- iii. You do not have to allow us to use these cookies, however whilst our use of them does not pose any risk to your privacy or your safe use of our website, it does enable us to continually improve our website, making it a better and more useful experience for you.
- iv. The analytics service(s) used by our website use(s) analytics cookies to gather the required information.

Google is a third-party website specialising in Internet-related products and services, which include but not limited to; online advertising, search engine, Google Analytics and YouTube.

Allowing Google cookies is recommended as it enhances your overall user experience by remembering some of your user preferences such as pages visited, preferred language, targeted advertising as well as improved security. It also allows us to see the volume of website visitors, their source, and to analyse how the content of their website is viewed and navigated to enable us to continuously improve the visitor experience.

You can read more about the cookies Google use and what they do by visiting; <https://policies.google.com/technologies/types>

You may universally opt-out of all Google Analytics tracking used by all websites by visiting <https://tools.google.com/dlpage/gaoptout>

Google's privacy policy is available at: <https://www.google.com/policies/privacy/>

## **CONSENT AND CONTROL**

- i. Before cookies are placed on your computer or device, you will be asked for your consent to set those cookies. By giving your consent you are enabling us to provide the best possible experience and service to you.
- ii. In addition to the controls that we provide, you can choose to enable or disable cookies in your internet browser.
- iii. Most internet browsers also enable you to choose whether you wish to disable all cookies or only third-party cookies. By default, most internet browsers accept cookies, but this can be changed.
- iv. For further details, please consult the help menu in your internet browser or the documentation that came with your device.

v. The links below provide instructions on how to control cookies in all mainstream browsers:

- Google Chrome:  
<https://support.google.com/chrome/answer/95647?hl=en-gb>
- Microsoft Internet Explorer:  
<https://support.microsoft.com/en-gb/help/17442/windows-internet-explorer-delete-manage-cookies>
- Safari (macOS):  
[https://support.apple.com/kb/PH21411?viewlocale=en\\_GB&locale=en\\_GB](https://support.apple.com/kb/PH21411?viewlocale=en_GB&locale=en_GB)
- Safari (iOS): <https://support.apple.com/en-gb/HT201265>
- Mozilla Firefox:  
<https://support.mozilla.org/en-US/kb/enable-and-disable-Cookies-website-preferences>

## **CHANGES TO THIS COOKIE POLICY**

- i. We may alter this cookie policy at any time. Any such changes will become binding on you on your first use of our site after the changes have been made. You are therefore advised to check this page from time to time.
- ii. In the event of any conflict between the current version of this cookie policy and any previous version(s), the provisions current and in effect shall prevail unless it is expressly stated otherwise.

## **FURTHER INFORMATION**

- i. If you would like to know more about how we use cookies, please contact us by email – [becky@seekpropertysolutions.co.uk](mailto:becky@seekpropertysolutions.co.uk)
- ii. More information about privacy and data protection can be found on other pages of our website.