

## Website Privacy Statement

Here at Rachel J Homes we take your privacy seriously and will only use your personal information to administer your account and to provide the services you have requested from us.

However, from time to time we would like to/need to contact you with details of other services we provide

We may also need to pass your detail onto other organisations affiliated with Rachel J homes. This will mainly consist of; EPC Providers, Surveyors, Solicitors and Mortgage Providers.

### **What information does G.D.P.R apply to?**

#### **Personal Data**

*The GDPR applies to 'personal data' meaning any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier.*

*This definition provides for a wide range of personal identifiers to constitute personal data, including name, identification number, location data or online identifier, reflecting changes in technology and the way organisations collect information about people.*

*The GDPR applies to both automated personal data and to manual filing systems where personal data are accessible according to specific criteria. This could include chronologically ordered sets of manual records containing personal data.*

We are registered under the Data Protection Act 1998 and any information you supply will be treated in accordance with that act. You can obtain further information about data protection laws by visiting the Information Commissioners website at [www.ico.org.uk](http://www.ico.org.uk)

#### **Introduction**

Your privacy is important and we believe that it should be protected. This policy tells you how we will use the information you provide to Rachel J Homes website and how you can have control over this. By using the Rachel J Homes website and its essential

services, you are agreeing to the policy so please read it carefully.

In most circumstances the information collected about you will be used for the following:

- To improve the features on the Rachel J Homes website and the services we offer.
- To help us improve the personalised service we offer.
- To enable you to benefit from relevant third party services.
- To support our marketing and promotion activity.

### **Who we are**

'We' are Rachel J Homes Ltd. Registered in England No. 08228832. Registered Office: 155 High Street, Worle , Weston super Mare, N Somerset, BS22 6HQ  
For more information [read more about us](#).

### **Personal information**

When you sign up with the Rachel J Homes website or opt to utilise any of the services offered on the site you will be asked to disclose some personal information. This could include your name, email address, telephone number and nature of your enquiry.

In addition to this we also reserve the right to record information concerning how you use this site. This could include making a note of the pages you view, the property searches you conduct, the services you use and the agents you contact.

The information we collect will be used to enhance our offering in order to provide you with a more personalised and effective experience. We may contact you from time to time to inform you of important developments with regard to the Rachel J Homes website. Additionally if you have provided your consent we may also contact you to let you know about any services or promotions we think may be of interest to you.

You have a right to access the information that we hold about you. From time to time our calls may be recorded for training and quality purposes.

### **Contacting us about our properties or services**

If you wish to contact us about any of the services offered via the Rachel J Homes website you will be asked to complete a short form. Your information will then be sent to the appropriate agent or division you wish to contact. If your enquiry relates to a specific property, the agent will be sent a code to notify them of the particular property you are interested in.

### **Signing up with the Rachel J Homes website**

By signing up with the Rachel J Homes website we will be able to enhance the service we offer you. Once signed in you will be able to save your favourite properties, store property search criteria, update your personal details and change your password.

### **Who can access your information?**

We reserve the right to retain access to the personal information we have gathered from you.

### **Security**

At the Rachel J Homes website we adhere to robust security procedures. Rachel J Homes, and therefore the Rachel J Homes website is registered under the Data Protection Act 1998. As such, we follow strict security procedures to ensure that your personal information is not damaged, destroyed, or disclosed to a third party without your permission and to prevent unauthorised access to it.

The information you provide to us is kept in a secure data warehouse with restricted access. We also use a number of measures to ensure electronic access is protected and our systems can't be exploited. When working with third parties we insist they have secure measures in place to protect your information.

Use of the personal information collected from you is restricted to our employees and appropriate third party employees. Employees will only use this information if they need it to perform a specific and relevant task.

We retain your personal details for as long as is required by the relevant law.

If you have any questions or comments about the way we use your personal information or our privacy policy, please contact Rachel J Homes at the address above.