

Privacy policy

What is this privacy policy for?

Oliver Haggard Ltd (Registered office: 198 London Road, Portsmouth, England, PO2 9JE Registration Number: 10062660) is committed to protecting your personal information, being transparent about what data we hold and giving you control over how we use it.

The purpose of this privacy policy is to give you a clear explanation about how Oliver Haggard Ltd uses personal and behavioural information we collect from you.

It is important for you to read this policy in full to understand what information we hold about you, how we may use it and how you can access, update and delete your personal information. By providing personal information, you are agreeing, or have agreed to, be bound by this privacy policy, and you consent to Oliver Haggard Ltd holding, processing and transferring any personal information that you provide Oliver Haggard Ltd, as set out in this Privacy Policy.

If you don't have time to read the whole policy now, here are the main reasons we collect different types of information about our users:

- To help us monitor and improve our services
- To provide you with a more personalised experience, such as making property suggestions that are relevant to your search criteria
- To send you details about our related services, where you have signed up to receive such marketing communications
- Keep your information secure and prevent fraud

Should I read any other information or terms?

If you're interested in the legal recommendations, we recommend visiting the Information Commissioner's Office website (<http://www.ico.org.uk>) The ICO regulates data protection and e-privacy in the UK so there is lots of useful guidance about this on their website.

When we ask for data it's to give something back.

Asking for your name means we know how to talk to you. Knowing your address helps us to allocate the most appropriate member of our team to help you with your property needs and your contact details enables us to contact you regarding our services.

We are clear on what data we hold and what we do with it.

In collecting and using your personal information, we will be clear about what we are doing and make sure that you understand the way in which we are using it. Also, we won't sell your information to anyone.

You control the data we hold on you.

If requested, we will delete your personal information securely and swiftly.

We have in place appropriate security measures to protect your information from unauthorised access and will only work with third parties necessary to the completion of any services you requested from us.

Compliance with laws and your rights

There are various laws and regulations which apply to data protection and data privacy including the General Data Protection Regulation (GDPR) 2016, further detailed information on these specific rights can be found at the website of the UK Information Commissioners under www.ico.org.uk. Data Protection Act 2018 and the Privacy and Electronic Communications (EC Directive) Regulations 2003 and 2011 (as may be updated or amended from time to time).

At Oliver Haggard Ltd, we make sure we stick to these data protection and e-privacy laws. As mentioned above, information about the laws, and your rights, can be found on the ICO's website - www.ico.org.uk.

You have the right to ask us not to process your personal information for marketing purposes. This can be done by checking or unchecking relevant boxes on our forms, unsubscribing via any marketing emails we send, or contacting us at admin@oliverhaggard.co.uk

You have the right to ask us to request the cessation of data processing or removal of your details you can do this by contacting us at admin@oliverhaggard.co.uk.

If you are not satisfied with the way in which your information is/has been handled then you have the right to lodge a complaint to the Information Commissioner's Office www.ico.org.uk

What information will Oliver Haggard Ltd collect about me?

Oliver Haggard Ltd may collect and hold the following information about you:

- Information you provide to us such as when you complete an enquiry form, or email us as and when requesting information. On registration with Oliver Haggard Ltd, we currently ask for your first and surname, your email address, telephone, house number and postcode. We ask you for this information so we can offer you relevant local content, information or services. We will always be clear about how this information will be used.
- Any other information that you choose to send to us.

Personal information of others

Before you disclose to us the personal information of another person, you must obtain that person's consent to both the disclosure and the processing of that personal information in accordance with the terms of this privacy policy.

How will we use this information?

Oliver Haggard Ltd will only hold and process your data in line with our legal obligations and the legitimate interests of Oliver Haggard Ltd. We use the information we collect about you in the following ways:

- To help us to monitor, analyse and improve our services. This information helps us to understand which content and services are most interesting and helpful to our users.

- To provide you with a more personalised experience. By looking at the information we have about you, we can create a more tailored experience. For example, we will do this by making property suggestions.
- We may also invite you to participate in surveys from time to time to help us understand what you think about our products and services, and in turn make improvements.
- Oliver Haggard Ltd may use the feedback you provided for Marketing purposes if you do not want us to use your feedback details for marketing purposes please contact admin@oliverhaggard.co.uk

I am a user aged 16 or under

Please note that you need to be 16 or over to register with Oliver Haggard Ltd. If you are aged 16 or under, please speak to your parent/guardian to get their permission before you provide any personal information to Oliver Haggard Ltd because without this consent, you are not allowed to provide us with personal information.

What about spam?

We will only send targeted messages that we feel are relevant and are of interest to you.

Marketing emails you have signed up to will continue unless you contact us at admin@oliverhaggard.co.uk

Please note that active clients may receive important information about Oliver Haggard Ltd Services that they have requested from us (such as changes to the Services themselves or other service administration matters). As an active user, this is not spam.

Will Oliver Haggard Ltd share my information with anyone else?

Oliver Haggard Ltd will only hold and process your data in line with our legal obligations and the legitimate interests of Oliver Haggard Ltd. Oliver Haggard Ltd commits to keeping your personal information confidential and safe:

Other than is required by law or as set out in this Privacy Policy, Oliver Haggard Ltd will not disclose, rent or sell the Personal Information to any third party. We may disclose your personal information to the purchaser (or prospective purchaser) of any business or asset that we are (or are contemplating) selling. Employees, contractors and agents of Oliver Haggard Ltd may be given access to any personal information which we collect but their use shall be limited to performance of their duties in relation to the services provided by Oliver Haggard Ltd. We contractually require these service providers to safeguard the privacy and security of personal information they process on our behalf in line with GDPR and authorise them to use, disclose and store the information only as necessary to perform services on our behalf or comply with legal requirements.

Oliver Haggard Ltd will take reasonable precautions to prevent the loss, misuse or alteration of your Personal Information.

Those who have access to your personal information are required to keep that information confidential and are not permitted to use it for any purpose other than that to the services and products offered by Oliver Haggard Ltd. Once we have received your information, we will use strict procedures and security features to protect data and prevent unauthorised access.

How long does Oliver Haggard Ltd keep my personal information?

We will keep your information only for as long as it is relevant and useful for the purpose for which it was originally collected, and in line with the statutory data retention period set by HMRC. Beyond data we are obliged to hold by legal obligation/statute i.e. tenancy and contractual information you have the option to have your data deleted by emailing us on admin@oliverhaggard.co.uk.

Oliver Haggard Ltd will remove the personal information when requested by you.

How can I access and update my personal information?

Oliver Haggard Ltd recognises the rights of all of our clients under the EU GDPR 2016 and UK DPA 2018, further detailed information on these specific rights can be found at the website of the UK Information Commissioners under www.ico.org.uk

Contact us and we will be able to update your records on our data management systems - please let us know if the personal information which we hold about you needs to be corrected or updated. Contact must be made to admin@oliverhaggard.co.uk.

Access to your information

Oliver Haggard Ltd recognises the rights of all of our clients under the EU GDPR 2016 and UK DPA 2018, further detailed information on these specific rights can be found at the website of the UK Information Commissioners under www.ico.org.uk

If you would like to know what personal information Oliver Haggard Ltd holds about you, you may make a request to Oliver Haggard Ltd for copies of this information. You should be aware that we will need to see proof of identity before processing any such request (known as a 'subject access request'). If requested, Oliver Haggard Ltd will use all reasonable efforts to supply, correct or delete information about you on file.

All subject access requests should be made in writing and addressed to FAO The Directors of Oliver Haggard Ltd at admin@oliverhaggard.co.uk.

How do I contact Oliver Haggard Ltd if have a question about privacy issues?

If you have any questions or concerns about privacy issues, you can contact us at admin@oliverhaggard.co.uk.