

Privacy Policy

The words “Company”, “Company’s”, “Us”, “We”, “Our” refers to the registered company Taylor Brightwell Limited trading as Taylor Brightwell registered in England and Wales under company number 06768601. Taylor Brightwell is the Data Controller of your Information for the purposes of the GDPR Act 2018 (the “Act”). Our VAT registration number is 650766622 with business based at “Hassett House”, Hassett Street, Bedford, Bedfordshire MK40 1HA. The word "Website" refers to the domain name <http://www.taylorbrightwell.co.uk> and all content within.

When using our website and services you consent to our collection and use of your Information as described in this Policy. If we change our Policy and/or procedures, we will update this Policy to keep you aware of what Information we collect, how we use it and under what circumstances we may disclose it. We encourage you to bookmark this Web page and review this Policy regularly. This privacy policy explains our views and policies for treating your data. By using <http://www.taylorbrightwell.co.uk> you agree to this privacy policy and the practices explained within.

CONTACTING US

If you would like to opt out of marketing and communications from us, you may do so using the opt out link in the emails that we send, or by contacting us via email at property@taylorbrightwell.co.uk or in writing to “Hassett House”, Hassett Street, Bedford, Bedfordshire MK40 1HA.

This policy together with our terms of use <http://www.taylorbrightwell.co.uk/Terms-Conditions> and any other documents referred to on it, 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 General Data Protection Regulation, the data controller is Taylor Brightwell of “Hassett House”, Hassett Street, Bedford, Bedfordshire MK40 1HA.

Data we may collect from you

Whilst conducting business we may have to process the following types of data about you:

Information you give us.

You may give us information about you by filling in forms on our site <http://www.taylorbrightwell.co.uk> or by communicating with us by phone, e-mail or in person and by any other method. This includes data that you provide to us when you register to use our website, subscribe to our mailing service, request a property viewing, view a property (s), request further information, request that we represent you for the purpose of sale and when you report any problems.

The data you give us may include:

First name, Middle name(s), Surname, Address, email address and preferred contact telephone number. The information will be held for the duration of the viewing(s), your time registered with us and whilst the property(s) is on our register. The information required for viewings is taken for the sole purpose of law enforcement and health and safety.

In order to comply with Anti Money laundering regulations you will be required to provide us with valid photographic identification together with valid current proof of residency.

At the time of making an offer you will be required to provide proof of cash funds and/or a Mortgage Agreement in Principle.

This data is not sold to a third party is kept confidential to the company.

Data we may collect about you:

When visiting our Website, the following data may be captured about you.

Technical information, including the Internet protocol (IP) address used to connect your computer to the Internet, your login information, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform;

Data about your visit to our Website, including the full Uniform Resource Locators (URL) clickstream to, through and from our site (including date and time); products you viewed or searched for; page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling, clicks, and mouse-overs), and methods used to browse away from the page and any phone number used to call our customer service number.

Data we may receive on you from other sources

We may receive data about you if you use any of the other websites we operate or the other services we provide. [In this case we will have informed you when we collected that data that it may be shared internally and combined with data collected on this site.] We are also working closely with third parties (including, for example, business partners, sub-contractors in technical, payment and delivery services, advertising networks, analytics providers, search information providers, credit reference agencies) and may receive information about you from them.

How we use the data held about you

The data you give us

We will use this data 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. If you are a new customer, and where we permit selected third parties to use your data, we (or they) will contact you by electronic means only if you have consented to this. If you do not want us to use your data in this way, or to pass your details on to third parties for marketing purposes, please tick the relevant box situated on the form on which we collect your data (the [order form **OR** registration form]);

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.

Data we may collect about you

We will use this data:-

to administer our site and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes;

to improve our site to ensure that content is presented in the most effective manner for you and for your computer;

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.

Data we may receive on you from other sources

We may combine this information with information you give to us and information we collect about you. We may use this information and the combined information for the purposes set out above (depending on the types of data we receive).

Disclosure of your data which we hold

We may share your data 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 may share your information with selected third parties including:

Business partners, suppliers and sub-contractors for the performance of any contract we enter into with [them or] you.

Advertisers and advertising networks that require the data to select and serve relevant adverts to you and others. We do not disclose information about identifiable individuals to our advertisers, but we may provide them with aggregate information about our users (for example, we may inform them that 500 men aged under 30 have clicked on their advertisement on any given day). We may also use such aggregate information to help advertisers reach the kind of audience they want to target (for example, women in SW1). We may make use of the personal data we have collected from you to enable us to comply with our advertisers' wishes by displaying their advertisement to that target audience.

Analytics and search engine providers that assist us in the improvement and optimisation of our site.

Credit reference agencies for the purpose of assessing your credit score where this is a condition of us entering into a contract with you.

We may disclose your personal information to third parties.

In the event that we sell or buy any business or assets, in which case we may disclose your personal data to the prospective seller or buyer of such business or assets.

If the Company or substantially all of its 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.

Taylor Brightwell reserve the right to use Data taken from you under consent to advertise future Sales. An example of this would be to advertise a picture of your purchased property advising we have recently Sold this property in your area. The data will be held solely for the advertisement and will be retained for a period of up to 12 months. Following this period, the data will be obsolete for advertising and confidentially destroyed by the Company.

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 and conditions of use <http://www.taylorbrightwell.co.uk/Terms-Conditions> and other agreements; or to protect the rights, property, or safety of the Company, our customers, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

Where do we store your data?

All data you provide to us is stored on our secure servers. Any payment transactions will be encrypted [using SSL technology]. Where we have given you (or where you have chosen) a password which enables you to access certain parts of our site, you are responsible for keeping this password confidential. We ask you not to share a password with anyone as this may cause your data to become unsecure.

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 data, we will use strict procedures and security features to try to prevent unauthorised access.

Your Rights

You have the right to not consent to this privacy policy. You have the right to ask us not to process your personal data for marketing purposes. We will usually inform you (before collecting your data) if we intend to use your data for such purposes or if we intend to disclose your information to any third party for such purposes. You can exercise your right to prevent such processing by checking certain boxes on the forms we use to collect your data. You can also exercise the right at any time by contacting us at "Hassett House", Hassett Street, Bedford, Bedfordshire MK40 1HA or property@taylorbrightwell.co.uk

Our site may, from time to time, contain links to and from the websites of our partner networks, advertisers and affiliates. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

Access to data

The Act gives you the right to access data held about you. Your right of access can be exercised in accordance with the Act. You can exercise the right at any time by contacting us at "Hassett House", Hassett Street, Bedford, Bedfordshire MK40 1HA or property@taylorbrightwell.co.uk.

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. The website will prompt you to agree to the use of cookies, by clicking OK you are agreeing to our use of cookies defined here. You can exercise your right to not accept the use of cookies by not clicking OK.

A cookie is a small file of letters and numbers that we store on your browser or the hard drive of your computer if you agree. Cookies contain information that is transferred to your computer's hard drive.

We may use the following cookies:

- **Strictly necessary cookies.** These are cookies that are required for the operation of our website. They include, for example, cookies that enable you to log into secure areas of our website, use a shopping cart or make use of e-billing services.
- **Analytical/performance cookies.** They allow us to recognise and count the number of visitors and to see how visitors move around our website when they are using it. This helps us to improve the way our website works, for example, by ensuring that users are finding what they are looking for easily.
- **Functionality cookies.** These are used to recognise you when you return to our website. This enables us to personalise our content for you, greet you by name and remember your preferences (for example, your choice of language or region).
- **Targeting cookies.** These cookies record your visit to our website, the pages you have visited and the links you have followed. We will use this information to make our website and the advertising displayed on it more relevant to your interests. We may also share this information with third parties for this purpose.

[Please note that third parties (including, for example, advertising networks and providers of external services like web traffic analysis services) may also use cookies, over which we have no control. These cookies are likely to be analytical/performance cookies or targeting cookies]

You block cookies by activating the setting on your browser that allows you to refuse the setting of all or some cookies. However, if you use your browser settings to block all cookies (including essential cookies) you may not be able to access all or parts of our site.

Except for essential cookies, all cookies will expire after

www.taylorbrightwell.co.uk/cookie-policy.

CONTACT

Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to “Hassett House”, Hassett Street, Bedford, Bedfordshire MK40 1HA or property@taylorbrightwell.co.uk



**“Hassett House”
Hassett Street
Bedford
MK40 1HA
01234 326444**

**website: www.taylorbrightwell.co.uk
email: property@taylorbrightwell.co.uk**

Data Protection Policy

Taylor Brightwell Ltd take the protection of our customers’, suppliers’ and employees’ data very seriously. Our Privacy Policy is available immediately on our website <http://www.taylorbrightwell.co.uk>

Taylor Brightwell Ltd require consent from our customers to the use of their personal and sensitive data according to this Privacy Policy. Taylor Brightwell Ltd continually strive to maintain our GDPR compliance with regular reviews of our GDPR notices, procedures and policies. This improvement is complimented with continued staff training.

Taylor Brightwell Ltd have a work culture that promotes GDPR in a highly positive way, highlighting its many benefits and ensuring that our customers, suppliers and employees are all GDPR compliant. Taylor Brightwell Ltd hold Data contracts with relevant parties to ensure that compliance is achieved.

Taylor Brightwell Ltd Data Risk management continues to strengthen our compliance whilst identifying any new areas of data risk. These data risks are mitigated as urgent priorities through our Support Helpdesk and regular Data Risk meetings. Taylor Brightwell Ltd IT Policy continues to adapt with the advancement in technologies and their main stream use.

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