

Chandler Rogers Estate Agents Limited

Privacy Policy

Chandler Rogers Estate Agents Limited aim to provide a professional service which is tailored to meet the needs of buyers and sellers. This statement sets out the basis upon which personal data collected from you is dealt with. The collection of certain data is necessary to provide the level of service and information which our customers expect. However, our aim is to ensure that such personal data is safeguarded and not indiscriminately provided to other parties. This statement outlines the data we collect and what we do with it. Further it explains the control you have over the information we hold.

In accordance with UK Data Protection law, the Data Controller is Chandler Rogers Estate Agents Limited.

What information is collected and how it is used.

Personal information including name, address, contact telephone numbers and email addresses provided by you either in person, over the telephone, via email or via our website will not be disclosed to any third party without your permission unless we are required to do so by law. We may contact you to provide information with regard to properties or services relevant to your enquiry. Your data will not be kept for longer than is necessary.

Some information is collected by the use of Cookies when our website is accessed, for example Internet Protocol addresses, but this information is not personal to you and is only utilised for analysis with a view to improving our service.

Security

We are committed to ensuring your privacy is protected. Strict protocols and security protection are in place to ensure that your data is not disclosed to third parties without your permission and to prevent unauthorised access.

Our site may contain links to third party sites or you may have accessed our site via a link from a third party website. We have no control over the security of these sites and we cannot be responsible for their privacy policies and practices.

Consent

In using this website, you consent to Chandler Rogers collecting and using your data in accordance with this Privacy Policy.

Your rights

You have the right to:

- Be provided with information regarding the collection and use of your data
- Access the information held
- Correct, delete (unless there is a legal obligation for us to retain such information) or withdraw your consent or restrict the use of your data
- Complain about the use of your data via the Information Commissioner's Office

Accessing your data and complaints

In the event that you have any questions with regard to our Privacy Policy, wish to make any amendments to your data or have a complaint in respect of the handling of your data please contact us:

- Via our website: www.chandlerrogers.co.uk
- Email: info@chandlerrogers.co.uk
- By telephone: 01834 849090
- By post: Chandler Rogers Limited, Boston House, Upper Frog Street, Tenby, Pembrokeshire SA70 7JG

We will be happy to address any concerns and will make every attempt to resolve matters satisfactorily.

If matters are not successfully resolved you have the right to lodge a complaint with the Information Commissioner's Office – www.ico.org.uk. You may also speak to your local Citizen's Advice Bureau.