

ASTLEYS PRIVACY POLICY

WHO WE ARE

We are Astley Samuel Leeder Ltd trading as Astleys. We are registered in the United Kingdom and our head office is located at;

Raglan House, Charter Court, Phoenix Way, Llansamlet, Swansea. SA7 9DD

You can contact us by email on gdpr@astleys.net or by letter to the above address.

INTRODUCTION

Astleys is committed to ensuring that your privacy is secure and protected. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect.

This privacy policy explains how and for what purposes we use the personal information collected about you via our website, our sales, lettings, commercial and surveyor's office. You can be assured that your personal information will only be used in accordance with this privacy policy.

The personal information held by us is held on and processed by computers and servers located in the United Kingdom.

At any time you can withdraw your consent to our marketing. Just unsubscribe via the 'manage your preferences' link on any of our marketing emails or contact us at gdpr@astleys.net alternatively please send a letter detailing your unsubscribe request to the above address.

WHAT INFORMATION DO WE COLLECT & WHY WE COLLECT IT

Names	Addresses	Telephone Numbers	Email addresses	IP addresses
Photo identification	Proof of address	Bank account details	Credit/Debit card details	Visa Documents
Work permits	Police reg. documents	Mortgage statements		

We receive and store personal information given to us through our branches, by telephone, email, verbally & via our website.

The information is collected for the purposes of carrying out marketing appraisals, viewing(s), purchase, sale, rental, letting and surveying of land and/or property.

PURPOSE & LAWFUL BASIS OF COLLECTION OF PERSONAL INFORMATION

We collect and retain your personal information for the purpose of:

Purpose of Collection	Lawfulness	Shared With
Money Laundering	Legal Obligation	
Marketing & Direct Marketing	Consent only	
Market Appraisals	The performance of a Contract	
The Sale, Rental, Leasing and Surveying of land and/or property	The performance of a Contract	
Property Viewings & Property Printouts	The performance of a Contract	
Opt in and Opt out management.	Legitimate Interests; in order to maintain accurate marketing consent records	
Web Analysis	Legitimate Interests; in order to assess the performance of our website.	Google
Financial Services.	Consent only	Carter & Lee FS. JLM FS. Stirling Welsh Ltd. Mortgage Advice Bureau
Provision of an Energy Performance Certificate	Legal Obligation	Bocson Plumbing. EPC Tech. Brian Porter.
Tenant Deposits	Legal Obligation	
Tenant Referencing	Legitimate Interest; In order to fulfil our legal obligations with the vendor(s)	Homelet
Accounts. Invoicing, HMRC	Legal obligation	HMRC & Bevan & Buckland accountants

We only keep your information for as long as is absolutely necessary. In most cases Information is retained for a period of seven years from the date of completion of a transaction. For the surveying of land and/or property personal information is retained for a period of 15 years from the date of completion of the transaction.

YOUR RIGHTS

With the new GDPR regulations you have rights, these are:

1. The right to be informed
2. The right of access
3. The right to rectification
4. The right to erasure
5. The right to restrict processing
6. The right to data portability
7. The right to object
8. Rights in automated decision making and profiling

You may request details of personal information which we hold about you under the general data protection regulations. Please email us at gdpr@astleys.net or send a letter to the above address along with certified copies of your identification and proof of address. If you believe that any information we hold about you is incorrect please email or write as soon as possible. We will promptly correct any information found to be incorrect.

You also have the right to lodge a complaint with the Supervisory authority:

Information Commissioners Office:
Wycliffe House,
Water Lane,
Wilmslow,
Cheshire.
SK9 5AF
Telephone number 0303 123 1113

HOW WE USE COOKIES

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about webpage traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us provide you with a better website by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

LINKS TO OTHER WEBSITES

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question

Astleys may change this policy from time to time by updating this page. You should check this page regularly to ensure you are happy with any changes. This policy is effective from May 25th 2018.