

This privacy policy tells you about the information we collect from you when you register your details on our website. In collecting this information, under the rules of the General Data Protection Regulation (**GDPR**) we are acting as a data controller and, by law, we are required to provide you with information about us, about why and how we use your data, and about the rights you have over your data.

Who Are We?

We are Cousins Estate Agency. We are comprised of Cousins Homes Ltd and Cousins Lettings Ltd. Our address is 754 Oldham Road, Failsworth, M35 9FE . You can contact us by post at this address, by email at failsworth@cousins.co.uk and lettings@cousins.co.uk or by telephone on 0161 464 6199.

Any enquiries about our use of your personal data should be addressed to the contact details above.

References to "Cousins", "we" or "us" in this policy describes the above Companies and the websites which you are visiting.

What Personal Data Do We Collect?

When you visit and navigate our site and when you communicate with us via our site, we will not collect personal information about you unless you provide us that information voluntarily.

If you provide such information we will store your name, address, telephone number, email address and any property details and requirements you have.

Why Do We Collect This Information?

Any information that you do register with us will be stored securely and will only be used to deliver information to you based on your requirements.

We use your personal data to deliver services to you, to send you information about properties and property related services you may request of us or that we think will be of interest to you.

We ask for your consent to do this, and we will only send you information for as long as you continue to consent.

We also use personal information for: Financial Advisors, mortgage brokers, lenders and solicitors/conveyancing agents through transactions relating to the service we are providing.

Also, to conduct searches about your identity, your current and past residency addresses, and your right to live in the UK and credit history to meet applicable laws and to provide a recommendation to landlord clients, on your suitability as a tenant.

How we use this information, and the legal basis for this:

We process this personal data for the following purposes:

1. To fulfil a contract. This includes:

providing our services including processing information in connection with a property's sale or letting, arrangements for the transfers of funds by or to third parties, end of contract arrangements;

communicating with you.

2 As required by us and our Franchisees to conduct our business and pursue our respective legitimate interests, in particular:

we will use your information to provide services to you before we have a contract with you (for instance sending potential buyers and tenants property details), and to respond to any comments or complaints you may send us;

the Company monitors use of our websites and online services, and uses your information to help us monitor, improve and protect our products, content, services and websites, both online and offline, including as set out in our Cookie policy below;

the Company uses information you provide to personalise our website, products or services for you, including as set out in our Cookie policy below;

if you provide a credit or debit card as payment, we also use third parties to check the validity of the sort code, account number and card number you submit in order to prevent fraud (see data sharing below);

we use information you provide to investigate any complaints received from you or from others, about our services or the properties which we deal with;

we will use data in connection with legal claims, compliance, regulatory and investigative purposes as necessary (including disclosure of such information in connection with legal process or litigation); and

we use data of some individuals to invite them to take part in market research;

3. Where you give us or our Franchisees consent:

we will send you direct marketing in relation to our relevant products and services, or other products and services provided by us, and our partners such as:

Mortgage brokers we are partnered with for mortgage services and advice

Independent financial advisors for advice relating to your property and the services we offer

Solicitors and Conveyancing agents for legal advice relating to your property and the services we offer

4. For purposes which are required by law:

to verify your identity;

and in response to requests by government or law enforcement authorities conducting an investigation.

Your Rights Over Your Information

By law, you can ask us what information we hold about you, and you can ask us to correct it if it is inaccurate. If requested, we can delete it completely under the GDPR "right to be forgotten" regulation.

You can also ask us to give you a copy of the information and to stop using your information for a period if you believe we are not doing so lawfully.

To submit a request by email, post or telephone, please use the contact information provided above.

Your Right to Complain

If you have a complaint about our use of your information, you can contact the Information Commissioner's Office via their website at www.ico.org.uk or write to them at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Cookies

You should also be aware that when you visit our website we collect certain information that does not identify you personally, but provides us with "usage data," such as the number of visitors we receive or what pages are visited most often.

Like many other web sites, we use "cookie" technology. A "cookie" is an element of data that a web site can send to your browser. It is not a computer program and has no ability to read data on your computer or instruct your computer to perform a function. A "cookie" is only used so that the web site can recognise repeat users, track usage patterns and better serve you when you return to the site. Most browsers provide a simple procedure that will enable you to control whether you want to receive cookies or not.

Linking to Other Sites

Our web site provides links to other web sites, not owned or controlled by us, that we think might be useful or of interest to you. We cannot, however, be responsible for the privacy practices used by other web sites or their content or accuracy.

Property Information

All measurements, areas and distances mentioned are approximate and are issued as a guide only. If such details are fundamental to a purchase, purchasers must rely on their own enquiries. Nothing in these particulars should be seen as a statement that the property or any fixture described or shown is in good condition or otherwise. Purchasers must satisfy themselves as to the condition of any property or item included within the sale. None of the appliances or services mentioned in these particulars have been tested and no warranty is given or implied. If reference is made either to alterations to the property or a change of use, no warranty is given by us or the Vendors/Lessors that any planning or other consents or Building Regulations approval has been obtained. Where references are made to potential uses (subject to planning) this information is given in good faith although purchasers must take their own enquiries to the relevant authorities. Most importantly if there is any particular aspect of the property about which you would like further information, we invite you to discuss this with us before you travel to view the property.

Indemnity

You acknowledge that you are solely responsible for the use to which you put this website and all information you obtain from it. All warranties, conditions, representations and terms are hereby excluded to the fullest extent permitted by law. We and all contributors to this website hereby disclaim to the fullest extent permitted by law all liability for any loss or damage including any consequential or indirect loss or damage incurred by you, whether arising in tort, contract or otherwise, and arising out of or in relation to or in connection with your access to, or use of, or inability to use this website

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Review of This Policy

We keep this Policy under regular review. This Policy was last updated on 10th May 2018.

