

Your privacy is very important to us and we believe that it should be protected. This policy tells you how we will use the information you provide to the Property Orange website and how you can have effective control over this. By using this website and its data collection services, you are agreeing to the policy so please ensure that you do read it carefully.

In most circumstances the information collected about you will be used for the following:

- To help us improve the features on the website and the services we offer.
- To help us improve the personalised service we offer for both sellers and buyers.
- To enable you to benefit from relevant third-party services such as conveyancing and mortgage related services.
- To support our marketing and promotion activity within the property market and related sectors.

Who are we?

Property Orange is a trading name of Property Orange Ltd. Registered Office 68 The Brades Caerleon NP18 or the Admin Support Office 27 Old Gloucester Street London WC1N 3AX Company Registration Number 10863204, Data Protection Registration A1080913, AML registration number XAML00000110873

Personal information

When you sign up with the website or opt to utilise any of the services offered on the site you will be asked to disclose some personal information. This is basic information which could include your name, email address, telephone number and nature of your enquiry. In addition to this we also reserve the right to record information concerning how you use this site. This could include making a note of the pages you view, the property searches you conduct, the services you use and the third - party you contact.

The information we collect will be used to improve the service we our offering and to help us to refer you to third parties for quotations and to also enable us to identify suitable properties meeting your requirements based on the information that you provide to us. We may contact you from time to time to inform you of important developments about this website and to discuss information such as property related matters. We may also contact you to let you know about any services or promotions we think may be of interest to you. You have a right to access the information that we hold about you. From time to time our calls may be recorded for training and quality purposes. To obtain a copy of this information, contact Property Orange at the address above. Some of our incoming calls are handled by a third-party call centre and they will collect basic data from you which will include an email address and a contact telephone number.

This data will be passed onto us to enable us to then contact you before registering your data.

Contacting us about our services

If you wish to contact us about any of the services offered via this website you will be asked to complete a short form. Your information will then be sent to the appropriate agent or division you wish to contact.

Who can access your information?

We reserve the right to retain access to the personal information we have gathered from you. If you have provided the relevant consent, we may from time to time choose to pass your information on to third parties outside of Property Orange Ltd trading as Property Orange. If you subsequently change your mind about being contacted by these third-parties please contact us at the above address.

Security

On this website we adhere to robust security procedures. Property Orange Ltd and therefore the website is registered under the Data Protection Act 1998. As such, we follow strict security procedures to ensure that your personal information is not damaged, destroyed, or disclosed to a third party without your permission and to prevent unauthorised access to it.

The information you provide to us is kept in a secure data “cloud-based” warehouse with restricted access. We also use measures to ensure electronic access is protected and our systems can’t be exploited. When working with third parties we insist they have secure measures in place to protect your information.

Use of the personal information collected from you is restricted to our employees and appropriate third- party employees. Employees will only use this information if they need it to perform a specific and relevant task. We retain your personal details for as long as is required.