



Privacy Notice

The following information constitutes our privacy notice. In this document, "we", "our", or "us" refer to Gibbins Richards Lettings and Management.

Our address is:

Gibbins Richards Lettings and Management
50 High Street,
Taunton,
Somerset,
TA1 3PR

You can contact us by e-mail about privacy at: lettings@gibbinsrichards.co.uk

You can contact us by telephone on: 01823 325250

Introduction

This is a notice to inform you of our policy about all information that we record about you. It sets out the conditions under which we may process any information that we collect from you, or that you provide to us. It covers information that could identify you ("personal information") and information that could not. In the context of the law and this notice, "process" means collect, store, transfer, use, or otherwise act on information.

We take seriously the protection of your privacy and confidentiality. We understand that you are entitled to know that your personal data will not be used for any purpose unintended by you and will not accidentally fall into the hands of a third party.

We undertake to preserve the confidentiality of all information you provide to us and hope that you reciprocate.

Our policy complies with UK law accordingly implemented, including that required by the UK General Data Protection Regulation (UK GDPR).

The law requires us to tell you about your rights and our obligations to you regarding the processing and control of your personal data. We do this now by requesting that you read the information provided at www.knowyourprivacyrights.org.

Except as set out below, we do not share, sell, or disclose to a third party any information collected through our website or otherwise.

Personal Information We May Process

We aim to process data, whether personal data or not, only to the extent necessary for us to provide our clients with our services and for other agreed purposes.

Personal information that we may process includes:

- **Client Information:** If you are a client, personal information may include your identity and contact information, information about your family members, and financial information.
- **Related Third-Party Information:** We may process your personal data if you have a personal or business connection with any of our clients or suppliers.
- **Supplier Information:** If you supply our business with goods or services, we may process your personal information to the extent necessary to contract with you.

The Bases on Which We Process Information About You

The law requires us to determine under which of six defined grounds we process different categories of your personal information and to notify you of the basis for each category. The primary bases under which we process your data include:

- **Contractual Obligation:** When a contract is formed between you and us, we must process personal information to carry out our obligations under that contract.
- **Consent:** We process your personal information only with your explicit consent, which you may withdraw at any time.
- **Legitimate Interests:** We may process information on the basis that there is a legitimate interest of doing so, either to you or to us.
- **Legal Obligation:** Sometimes, we must process your information to comply with a statutory obligation.

Specific Uses of Information You Provide to Us

- **Communicating with You:** When you contact us, whether by telephone, through our website, or by e-mail, we collect the data you have given to us to reply with the information you need.

- **Dealing with Complaints:** When we receive a complaint, we record all the information you have given to us and use it to resolve your complaint.
- **Customer Relationship Management:** We use a customer relationship management (CRM) system to process personal data, including informing clients and prospective clients about our services.
- **Job Applications and Employment:** If you send us information in connection with a job application, we may keep it for up to three years in case we decide to contact you at a later date.

Use of Information We Collect Through Automated Systems When You Visit Our Website

- **Cookies:** Our website uses cookies to improve user experience. You can control or disable cookies in your browser settings.
- **Personal Identifiers from Your Browsing Activity:** We record information such as your IP address to assess the popularity of the webpages on our website and how we perform in providing content to you.
- **Re-marketing:** We may use re-marketing to serve you adverts for our services when you visit other websites.

Management of Your Information

- **Access to Your Personal Information:** You may request access to the information we hold about you at any time.
- **Removal of Information:** If you wish for us to remove personally identifiable information, you should contact us.
- **Retention Period for Personal Data:** We keep your personal information only for as long as required to provide services, comply with the law, or support a claim or defence in court.

If You Are Not Happy With Our Privacy Policy

If you have any complaints or concerns regarding our privacy policy, please contact us using the details provided above. If a dispute is not settled, we encourage you to attempt to resolve it by engaging in good faith with us in a process of mediation or arbitration.

This privacy notice may be updated from time to time. Please check our website for the latest version.