

HOW WE HANDLE & USE YOUR INFORMATION

We collect, hold and use some of the personal data you provide to us in order to provide you with the excellent professional service you expect from us.

The information within this document outlines how we do this in all situations where you provide us with your data.

Please read it carefully and ensure that you understand it.

This website is operated by Caley & Kulin Limited. For the purposes of UK data protection law, the data controller is Caley & Kulin Limited of Caley & Kulin Ltd, Staffordshire House, Clay Street, Penkridge, Stafford, ST19 5AF

Our Data Protection Officer is Daniel Karászy-Kulin and can be contacted by emailing customerservices@candk.co.uk.

INFORMATION APPLICABLE TO ALL CUSTOMERS

Company Information

Caley & Kulin Limited
Company registration no. 11952869
Staffordshire House, Clay Street, Penkridge, Stafford, ST19 5AF
VAT registration no. 342 2340 41
Members of The Property Ombudsman

Storage of Your Data

In all cases we will hold your personal information securely, either in hard copy on our property files or digitally within our software. We use Expert Agent Estate agent software to store your data who are data processors of information we hold. Your data will only be stored in the EEA.

Mailing List

As a customer or user of our services your details may be added to our mailing list and we may send you information regarding other relevant services we can provide to you. You will be able to unsubscribe to these emails at any time.

Retention Period

We will retain the personal information we hold for up to 6 years, because the time limit for any party to initiate civil action against us should they believe they have a claim is 6 years.

Your Rights

As a customer or user of our services you have the following rights -

- A right to be informed about our collection and use of personal information;
- A right of access to the personal information we hold about you;
- A right to rectification if any personal information we hold about you is inaccurate or incomplete;
- A right to ask us to delete any personal information held about you unless we are obliged to retain the information for other legal reasons;
- A right to restrict or prevent the processing of your personal information;
- A right to data portability (obtaining a copy of your data to re-use with another service or organisation);
- A right to object to the use of your data for particular purposes.

Applicability

This Policy applies only to your use of services from Caley & Kulin Limited.

Complaints

If you have any questions about our policies or have cause for complaint about our use of your personal data, please contact us via email at customerservice@candk.co.uk

We will address your concerns and attempt to solve the problem to your satisfaction. You also have the right to lodge a complaint with the Information Commissioner's Office.

More information on your rights is available from the Information Commissioner's Office www.ico.org.uk

[WEBSITE USAGE](#)

[INSTRUCTING US TO SELL YOUR PROPERTY](#)

[INTERESTED IN BUYING A PROPERTY](#)

WEBSITE USAGE

If you do not accept and agree with anything within this usage policy please stop using the website immediately, because your continuing use of our website will be seen as your acceptance of it.

Data Collection

Except where you contact us directly through any of our contact options available on the website you do not collect any personal data from you.

If you contact us or send us an email, we will retain the details you provide to us including and any other information which you choose to give us.

However, we do place cookies on your computer or device (See our Cookie Policy)

Using Your Information

Where we hold any personal information, it will be processed and stored securely, for no longer than is necessary, considering the reason it was provided to us.

We will potentially -

- Reply to your email;
- Provide details on the properties requested, plus any others we think may interest you;
- Offer or provide you with the services requested, plus any others we think may interest you;

We will delete your personal information once your request has been met or the service has been provided, except where –

- You were interested in details of properties we are offering, when we will continue to hold your information in order to send you information on other properties that may interest you;
- You become a client or a buyer of a property;
- You require us to retain it for longer;
- We are required to retain it for longer for other legal reasons.

Links to Other Websites

The website may contain links to other websites. Please note that we have no control over how your data is collected, stored, or used by other websites and we have no liability if you use those websites. You are advised to check the policies of any such websites before providing any data to them.

Changes to our Policies

We recommend that you check this page regularly to keep up-to-date, as we reserve the right to change this Policy from time to time if our policies change or the law changes. Any changes will be posted on this page of the website and you will be deemed to have accepted changes to the Policy on your first use of the website following the changes.

Cookies

We use cookies and other similar technologies to distinguish you from other users of our website. This helps us to provide you with a good experience when you browse our website (for example, to remember your details and improve our website). By using our website, you agree to our use of cookies.

The cookies on our website are either set by us or by third party partners and fall into the following categories:

First party session management

These are typically required by us to make sure you can move freely from one page to another and so that you can access and use certain services within the website. Normally, these cookies only last whilst your browser is open and are deleted when it is closed. Some may need to remain for the duration of your visit (a “**session**”) or longer.

| Cookie name | Description | Duration |
|----------------------------------|---|----------|
| 3ada1d7ebede3c4d214d085418b6fd58 | Used by our website to remember website search criteria and preferences | Session |

Third party session management

These cookies are used to allow interaction between our website and certain of our third party providers when you are using our website.

| Cookie name | Description | Duration |
|-------------|---|----------|
| remote_sid | Allows YouTube to store a unique user ID | Session |
| vuid | Allows embedded Vimeo videos to work | 2 years |

Functionality

These cookies allow you to set and store preferences for our website, such as when you are offered the option to customise elements of the layout or content of the website.

| Third party | Description |
|-------------|---|
| AddThis | Provides easy social media bookmarking http://www.addthis.com/privacy/opt-out |

Interest-based advertising

These cookies allow third parties to identify what you might find interesting, allowing a more personalised and relevant selection of advertisements to be displayed when you browse the internet. They normally won't just be from us, but build an overall, but anonymous, picture of your preferences based on how you have browsed the internet to deliver more relevant advertising. You may see interest-based advertising on our website, but also on third party websites using information collected about your browsing activity on our website.

| Third party | Description |
|-------------|--|
| AddThis | Collects information about your visit to our website for targeted advertising http://www.addthis.com/privacy/opt-out |
| AppNexus | Collects information about your visit to our website for targeted advertising https://www.appnexus.com/en/company/platform-privacy-policy#choices |

| | |
|------------------------|---|
| Bluekai | Allows advertisers to serve advertising using cookies to our website http://www.bluekai.com/privacypolicy.php |
| DoubleClick | Collects information about your visit to our website for targeted advertising https://www.google.com/intl/en/policies/privacy/ |
| distillery | Collects information about your visit to our website for targeted advertising https://dstillery.com/privacy-policy/#strong-privacy |
| global.ib-ibi.com | Collects information about your visit to our website for targeted advertising https://assets.web.com/legal/English/PrivacyPolicy.pdf |
| Lotame | Collects information about your visit to our website for targeted advertising https://www.lotame.com/about-lotame/privacy/opt-out/ |
| Media Innovation Group | Collects information about your visit to our website for targeted advertising http://www.themig.com/en-us/# |
| MediaMath | Collects information about your visit to our website for targeted advertising http://www.mediamath.com/privacy-policy/ |
| Oath | Collects information about your visit to our website for targeted advertising http://privacy.aol.com/ |
| Semasio | Collects information about your visit to our website for targeted advertising http://www.semasio.com/de/nc/en/opt-out/ |
| Tapad | Collects information about your visit to our website for target advertising https://www.tapad.com/privacy-policy/#opt-out |
| The Trade Desk | Collects information about your visit to our website for targeted advertising http://insight.adsrvr.org/track/stop?action=dooptout |
| .w5cc.net | Collects information about your visit to our website for targeted advertising http://www.addthis.com/privacy/opt-out |
| Weborama | Collects information about your visit to our website for targeted advertising https://weborama.com/e-privacy/ |
| YouTube | Serves interest-based advertising on embedded YouTube videos https://www.youtube.com/static?template=privacy_guidelines&gl=GB |

INSTRUCTING US TO SELL YOUR PROPERTY

By entering into an agreement with us to sell your property you will provide to us various pieces of personal information, which we will need to provide you with the high-quality service you require, to ultimately facilitate the successful marketing and sale of your property.

Data Collection

The information required by us will vary depending on circumstances. It will include the information within the agreement you sign, but it may not be limited to this information.

Using Your Data

We will provide some data to others only where it is required and as outlined below, or in accordance with your stipulated wishes. Your information will not be passed to any third party not listed in below without obtaining your consent.

We will use your information in the manner outlined below, but may be required to do more –

Identification Details - We may hold copies of your photographic identity documents and at least one document that confirms your home address. We may also use an online service to verify your identity. This is done to meet our obligation under Money Laundering Regulations. Additionally, it is required to protect our position and look after your interests. It assists us to ensure we are dealing with the owners of the property and we are not becoming involved in any money laundering situation. In line with our obligation the copy documents and/or identity verification report will be held for 5 years from the date of the property sale or the date you withdraw your property from the market. We will not provide any other party with copies of these documents, except solicitors or estate agents involved in the sale of your property, who also have an obligation to verify your identity and they formally request it.

Prospective Buyers - Basic information about your property will be provided to anyone who makes an enquiry to us about potentially viewing or purchasing your property. This information will include the property details we produced and any other relevant information you provide to us, including the information in any property information questionnaire you complete for us.

Viewings - We will organise viewings on your behalf, to suit you and the viewer. Where we are conducting the viewing for you, it is important that you check your property prior to the viewing to ensure that any personal information you would not wish a viewer to see is removed. We may provide the viewer with details of the person who is to meet them at the property and conduct the viewing.

Negotiating with Prospective Buyers and Handling Offers to Purchase the Property - We will negotiate with prospective buyers and take offers from them. This process will involve providing potential buyers with relevant personal information to facilitate a successful negotiation. This will also involve providing you with relevant and necessary personal information about the potential buyer. You should ensure that you treat any information we provide to you as confidential and it must not be passed on or shared with any other person or business.

Agreed Sale - Once a sale is agreed we will provide your personal contact information to the buyer and the solicitors acting for both parties. We may provide your contact information to various professionals that may be acting for the buyer, such as surveyors and contractors wanting access to the property to produce estimates, etc. We may pass on your data when discussing the sale of your property with various parties once a sale is agreed in order to facilitate exchange of contracts and completion of the sale.

INTERESTED IN BUYING A PROPERTY

Data Collection

The information required by us will vary depending on circumstances. It will include the information you initially provide to arrange the viewing, but it may not be limited to this information.

Using Your Data

We will provide some data to others only where it is required and as outlined below, or in accordance with your stipulated wishes. Your information will not be passed to any third party not listed in below without obtaining your consent.

We will use your information in the manner outlined below, but may be required to do more –

Viewings – Where you view a property we will require certain pieces of personal information from you in order to provide a professional service to you and our client. We will not share this information with any third party other than our client, without your consent except where you make an offer to purchase that is accepted by our client.

Offers to Purchase - We may require you to provide proof that you hold sufficient funds to purchase the property and we may retain copies of any documentary proof of funds. We will not share this information with any third party other than our client, without your consent.

Identification Details - We may hold copies of your photographic identity documents and at least one document that confirms your home address. We may also use an online service to verify your identity. This is done to meet our obligation under Money Laundering Regulations. Additionally, it is required to protect our position and look after your interests. It assists us to ensure we are not becoming involved in any money laundering situation. In line with our obligation the copy documents and/or identity verification report will be held for 5 years from the date of the property sale or the date you withdraw your property from the market. We will not provide any other party with copies of these documents, but we may provide them to solicitors or estate agents involved in the purchase of the property, who also have an obligation to verify your identity, should they formally request it.

The personal information you provide may be shared with our client, the seller, but it will not be shared with any other third parties without your consent.