



## **Privacy Policy**

Thank you for visiting our website. We are committed to protecting and respecting your privacy.

This Privacy Policy sets out the basis on which we process any personal information we collect about you or that you provide to us.

We may change this Privacy Policy from time to time, so please check back frequently.

### **About us**

This website is operated by Robert Williams Ltd. For the purposes of UK data protection law, the data controller is Robert Williams Ltd of Avocet House, 3a School, Cockwood, Devon, EX6 8RF.

### **Information we collect about you**

We collect and process the following information about you:

#### **Information you provide to us**

You can provide us with information about you by filling in forms on our website or by contacting us by telephone, email or otherwise. The information you provide to us may include your name, address, email address, telephone number and any other information you choose to provide.

#### **Information we collect about you**

When you use our website, we automatically collect information about you, your computer or mobile device, your IP address and information about how you use our website and other websites.

#### **Information we receive from other sources**

We may receive information about you if you use a property portal website to contact us. This could include details of your property search and information about your likely interests. We may combine this information with other information you provide to us or which we collect about you.

#### **How we use your personal information**

We use personal information about you for the following purposes:

##### **Providing services to you**

We use your personal information to provide you with information and services that you request from us and to administer any promotions or competitions you enter with us.

##### **Marketing and advertising**

We use your personal information to provide you, or to permit selected third parties to provide you, with information about goods or services that we think will interest you.

**Service improvements.** We may use your personal information to tell you about changes to our services and to help keep our website secure.

The legal basis for processing your personal information in these ways is typically one of the following:

**Consent**

You have consented to us using your personal information for this purpose. You can withdraw this consent at any time by emailing [oliver@robertwilliams.co.uk](mailto:oliver@robertwilliams.co.uk).

**Performance of a contract**

It is necessary for us to process your personal information to perform a contract with you, or for us to take steps on your instruction prior to entering into a contract with you.

**Legitimate interests**

It is in our legitimate interests to use your personal information for this purpose to operate our website, to provide and promote our services, and to protect our business.

**Legal obligations**

It is necessary for us to process your personal information to comply with the law.

**Sharing your personal information**

We may share your personal information with third parties in the following circumstances:

**Landlords, tenants, vendors and purchasers**

When you ask us to do so, we may share your personal information with current or prospective landlords, tenants, vendors and purchasers (and their respective advisors) in relation to any potential sale or rental. If any of these third parties is a business, then they will become a data controller of the information we provide, and their own privacy policies will apply.

**Our business partners, suppliers and subcontractors.** We may provide your personal information to our business partners, suppliers and subcontractors who are providing services to us, or where necessary to provide a service you have requested.

We may also share your personal information in order to obtain professional advice, or to comply with a legal obligation or a request from law enforcement or another regulatory authority.

**Storing your personal information**

The information we store about you is stored on computer systems based in the European Economic Area (EEA).

Unfortunately, the transmission of information over the internet is not completely secure. We will do our best to protect your personal information but cannot guarantee the security of your information transmitted to our website. Once we receive your information, we will use strict security procedures to try to prevent unauthorised access.

We will store your personal information for as long as is necessary for the purposes for which it is processed. These periods will vary depending on the nature of the information and your interactions with us.

**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.