

Privacy Statement - Updated October 2021

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. Be aware that we may change this policy from time to time.

About us – This website is operated by Michael Nicholas Estate Agents Ltd. For the purposes of UK data protection law, the data controller is Michael Nicholas Estate Agents Ltd, of 77a North Street, Downend, Bristol BS16 5SE. Our data protection officer is Mr Nicholas Marsland, who may be contacted via email at admin@mnea.co.uk or by phone on [01179 574000](tel:01179574000)

Sources of Information we collect and process about you include;

- 1) Information that you provide to us by speaking to us on the telephone, visiting the office, filling in website forms, email, or traditional letter, and may include information such as name, contact details, and other information you choose to provide.
- 2) Information we receive from other sources such as property portals or websites. This may include names, contact details and property search criteria. We may combine information provided with information that is collected.

We use your information for the following purpose;

- 1) To help provide you with information and services you request from us.
- 2) To market or advertise relevant services, (or those of select third parties) that may be of interest to you.
- 3) To inform you about changes or improvements to our services, and to maintain the security of our website.

Typically, the legal basis for processing your information is one, or a combination of these reasons.

- 1) You have given us consent to do so. You may withdraw this consent by emailing admin@mnea.co.uk
- 2) Processing your personal information would be necessary to perform a contractual obligation with you, or for us to take steps on your instructions prior to entering in to a contract with you.
- 3) If we have a legitimate interest to use your personal information to provide/promote our services, to operate our website, or to protect the interests of our business.
- 4) We have a legal obligation to process your personal information in order to comply with the law, law enforcement, or emergency medical services.

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

- 1) With vendors & purchasers, landlords & tenants, when you ask us to do so, (and their respective advisors), if its in relation to any potential/current sale or rental. If any of these third parties are businesses, then they will become a data controller of the information we provide, and automatically their own privacy policies will apply.
- 2) We may provide your personal information to our business partners, suppliers, or sub-contractors, who are supplying services to us, or to you if you have requested it.

- 3) We may also share your personal information in the pursuance of professional advice, or to comply with a legal obligation, request from law enforcement, request from a regulatory authority, or to assist in a medical emergency.

The information we store about you, is stored on paper or computer systems based in the European Economic Area (EEA). Unfortunately, the transmission of information over the internet cannot be 100% secure, although we will always endeavour to protect your personal information. We will store your personal information for as long as its necessary, for the purpose for which it is processed. Time period will vary depending on the nature of your interaction with us.

Our third-party partner does not typically use cookie technologies when you use our website, but reserve the right to do so, if it is determined that such technologies improve the use of our website. If this happens, we will update our privacy policy to reflect this.

Third party websites such as 'Rightmove.co.uk' are data controllers for their websites, and may use cookies. You should refer to their privacy policies for specific detail, as they are not run by us. Please check their privacy policies before submitting any personal information.

Your rights

You have the right to tell us not to use your personal information for marketing purposes by emailing admin@mnea.co.uk.

UK data protection law gives you the right to;

- 1) Access your personal information. and to be informed of what information is held.
- 2) To object to the use of your personal information, or for it to be rectified or restricted.
- 3) The right to have your personal information erased.

You can exercise these rights by emailing admin@mnea.co.uk, or calling us on [01179 574000](tel:01179574000)

We will always comply with the law, in responding to requests. This means that we may not always be able to comply with such requests.

To Contact us;

If you have any queries about this Privacy Policy, or the way we handle your personal information please contact us by;

Email – admin@mnea.co.uk

Letter – Michael Nicholas Estate Agents Ltd, 77a North Street, Downend, Bristol BS16 5SE

We hope that we can answer any question or concern that you have, regarding your personal information. However, you have the right at any time to raise your concern with the Information Commissioner's Office, at;

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