



Privacy and Cookies Policy

1. Introduction

Welcome to Greetham Gilbert, the online platform for our estate agency services. This Privacy and Cookies Policy outlines how we collect, use, and protect your personal information when you use our website (www.greethamgilbert.co.uk) (the "Website"). By accessing and using our Website, you consent to the practices described in this Policy.

2. Data Controller

Greetham Gilbert Ltd is the data controller responsible for the processing of your personal data under UK data protection law.

3. Information We Collect

We may collect the following types of personal information:

3.1 Information You Provide: When you interact with our Website, you may voluntarily provide us with personal information, such as your name, email address, postal address, phone number, and property details when you register for an account, submit an enquiry, or request property-related services.

3.2 Information We Automatically Collect: We may collect certain information automatically when you visit our Website, such as your IP address, browser type, device information, and usage data through cookies and similar tracking technologies (see Section 7 for more details).

4. How We Use Your Information

We use your personal information for the following purposes:

4.1 Providing Services: We use your information to respond to your enquiries, deliver the estate agency services you requested, and keep you updated on the progress of your property transactions.

4.2 Marketing: We may use your email address to send you marketing communications about our property-related services, promotions, or events. You have the right to opt-out of receiving such communications at any time.

4.3 Legal and Regulatory Obligations: We may use your personal information to comply with applicable laws, regulations, and legal processes, including anti-money laundering checks and right to rent checks.

5. Legal Basis for Processing Your Personal Information

Our legal basis for processing your personal information is based on:

5.1 Contract: When processing is necessary to fulfil our contractual obligations to you, such as providing the estate agency services you requested.

5.2 Legitimate Interests: When processing is necessary for our legitimate interests, such as improving our Website, understanding user behaviour, and ensuring the security of our services.

5.3 Legal Obligations: When processing is necessary to comply with our legal and regulatory obligations.

6. Data Sharing

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

6.1 Service Providers: We may engage third-party service providers to assist us in providing the estate agency services you requested. These providers are contractually obligated to protect your personal information and use it only for the purposes specified by us.

6.2 Legal Requirements: We may disclose your personal information if required by law, regulation, or legal process, or to protect our rights or the rights of others.

6.3 Business Transfers: In the event of a merger, acquisition, or sale of all or a portion of our business, your personal information may be transferred to the new owner.

7. Cookies and Similar Tracking Technologies

Our Website uses cookies and similar tracking technologies to enhance your experience and improve our services. Cookies are small data files stored on your device that remember your preferences and track how you use our Website. By using our Website, you consent to the use of cookies as described in our Cookies Policy.

8. Data Retention

We will retain your personal information for as long as necessary to fulfil the purposes outlined in this Policy or as required by law. Once your data is no longer needed, we will securely delete or anonymize it.

9. Your Rights

You have the following rights concerning your personal information:

9.1 Access: You can request access to the personal information we hold about you.

9.2 Rectification: You can request that we correct any inaccuracies in your personal information.

9.3 Erasure: You can request that we delete your personal information.

9.4 Restriction: You can request that we limit the processing of your personal information.

9.5 Portability: You can request a copy of your personal information in a structured, commonly used, machine-readable format.

9.6 Objection: You can object to the processing of your personal information based on our legitimate interests.

9.7 Withdraw Consent: You can withdraw your consent for certain processing activities where consent is the legal basis for processing.

To exercise your rights or to make any other requests related to your personal information, please contact us using the details provided in Section 11.

10. Contact

If you have any questions or concerns regarding our Privacy and Cookies Policy or the processing of your personal information, please contact us at:

Greetham Gilbert Limited

39 Alma Place,

North Shields,

NE29 0LY

Email: hello@greethamgilbert.com

11. Complaints

If you have concerns about how we handle your personal information, you have the right to lodge a complaint with the Information Commissioner's Office (ICO). Please visit their website (<https://ico.org.uk/>) for more information on how to submit a complaint.

By using our Website, you agree to the terms of this Privacy and Cookies Policy. We may update this Policy from time to time to reflect changes in our practices and the law. The revised version will be posted on our Website, and the date of the latest update will be noted at the beginning of the Policy. We encourage you to review this Policy periodically for any changes.