

Privacy Policy

Julia Weston Lettings & Co Ltd understand that your privacy is important to you and that you care about how your personal data is used and shared online. We respect and value the privacy of everyone who visits our website at www.juliaweston.co.uk (“Our Site”) which is maintained and run by Expert Agent. It will only collect and use personal data in ways that are described here, and in a manner that is consistent with our obligations and your rights under the law.

Please read this Privacy Policy carefully and ensure that you understand it. Your acceptance of Our Privacy Policy is deemed to occur upon your first use of the web site namely www.juliaweston.co.uk and you will be required to read and accept this Privacy Policy when signing up for an Account. If you do not accept and agree with this Privacy Policy, you must stop using Our Site immediately.

Definitions and Interpretation

In this Policy, the following terms shall have the following meanings:

"Account"	means an account required to access and use certain areas and features of Our Site.
"Cookie"	means a small text file placed on your computer or device by Our Site when you visit certain parts and when you use certain features Details of the Cookies used by Our Site are set out below;
"Cookie Law"	means the relevant parts of the Privacy and Electronic Communications (EC Directive) Regulations 2003;
"Personal data"	means any and all data that relates to an identifiable person who can be directly or indirectly identified from that data. In this case, it means Personal data that you give to Us via Our Site. This definition shall, where applicable, incorporate the definitions provided in the EU Regulation 2016/679 – the General Data Protection Regulation (“GDPR”);
"We/Us/Our"	means Julia Weston Lettings & Co Ltd a limited company registered in England under company number 6764373 also known as Julia Weston Estate Agents 43 Market Street Wellington Telford TF1 1DT

About Us

Our Data Protection Officer or Nominated Employee responsible for Company data is Julia Weston who can be contacted at 43 Market Street, Wellington Telford TF1 1DT
julia@juliaweston.co.uk

Julia Weston Lettings & Co Ltd is a member of the NAEA Property Mark and the Property Ombudsman. As well as a member of ARLA and the Federation of Small Businesses.

Our VAT number is 989 4070 68

What Does This Policy Cover?

This Privacy Policy applies only to your use of Our Site. Our Site 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 advise you to check the privacy policies of any such websites before providing any data to them.

Your Rights

As a data subject, you have the following rights under the GDPR, which this Policy and Our use of Personal data have been designed to uphold:

- The right to be informed about Our collection and use of Personal data;
- The right of access to the Personal data We hold about you;
- The right to rectification if any Personal data we hold about you is inaccurate or incomplete (please contact us using the details above);
- The right to be forgotten – i.e. the right to ask us to delete any Personal data we hold about you (We only hold your Personal data for a limited time, as explained in below but if you would like Us to delete it sooner, please contact us using the details below);
- The right to restrict (i.e. prevent) the processing of your Personal data;
- The right to data portability (obtaining a copy of your Personal data to re-use with another service or organisation);
- The right to object to us using your Personal data for particular purposes;
- Rights with respect to automated decision making and profiling;

If you have any cause for complaint about our use of your personal data, please contact us using the details provided below and we will do our best to solve the problem for you. If we are unable to help, you also have the right to lodge a complaint with the UK's supervisory authority, the Information Commissioner's Office.

For further information about your rights, please contact the Information Commissioner's Office or your local Citizens Advice Bureau.

We Collect Data such as

Depending upon your use of our site, We may collect some or all of the following personal and non-personal data Full Name

The personal information we collect from you will typically include the following:

- Full name and contact details (including your contact number, emergency contact details, email and postal address)
- information relating to your identity where we are required by law to collect this, consisting of photographic ID, proof of address and which may also consist of special

category personal data comprising your biometric identity and/or immigration documentation

- information on your close connections where we are required to conduct conflicts of interests under regulatory obligations
- your banking details where required such as where you are letting a property or, where renting, to set up an approved tenancy deposit account for you and arrange for rental payments
- information on any access requirements you have necessary to enable us to find suitable properties for you, which may consist of special category personal data comprising details of any disability or other health information about you
- details about your areas of interest where we wish to send you marketing information about similar products and services
- information providing evidence of proof of funds for the purchase of properties as required under anti money laundering regulations.
- Usage information about your visits to our website (which enable our website to remember information about you and your preferences) and use of our site . This may include information about your visit, including the full Uniform Resource Locators (URL), clicks through to and from our site (including date and time), products you viewed or searched for, page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling, clicks, and mouse-overs), methods used to browse away from the page, and any phone number used to call our customer service number.
- Other technical information, including what devices you use to connect to our App, device location data where this function is not disabled by you on your device, the Internet protocol (IP) address used to connect your computer to the Internet, your login information, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform.
- Your communications with us, including a record of the email or telephone correspondence created when you contact us as part of a product or service query.

We Use Your Data for the following purposes

All personal data is processed and stored securely, for no longer than is necessary in light of the reason(s) for which it was first collected. We will comply with our obligations and safeguard your rights under GDPR at all times. For more details on security see below.

Our use of your personal data will always have a lawful basis, either because it is necessary for our performance of a contract with you, because you have consented to our use of your personal data (e.g. by subscribing to emails), or because it is in our legitimate interests.

- Providing and managing your Account
- Providing and managing your access to our Site
- Personalising and tailoring your experience on our Site
- Supplying our services to you (please note that we require your Personal data in order to enter into a contract with you)
- Personalising and tailoring our services for you
- Replying to emails from you

- Supplying you with emails that you have opted into (you may unsubscribe or opt-out at any time by following the unsubscribe link in these emails)
- Market research
- Analysing your use of our Site [and gathering feedback] to enable us to continually improve our Site and your user experience

With your permission or where permitted by law, we may also use your data for marketing purposes which may include contacting you by email, telephone, text message or post with information, news and offers on our services. We will not, however, send you any unsolicited marketing or spam and will take all reasonable steps to ensure that we fully protect your rights and comply with our obligations under GDPR and the Privacy and Electronic Communications (EC Directive) Regulations 2003.

Third party websites

Our Site may contain links to other websites. We accept no responsibility or liability for the content of other websites which are not under our strict control, in particular, we are not responsible for the protection and privacy of any information which you provide whilst visiting other websites and such sites are not governed by our Privacy Notice.

Third parties (including Google and FixFlo) whose content appears on our Site may use third party Cookies, as detailed below. Please refer below for more information on controlling Cookies. Please note that We do not control the activities of such third parties, nor the data they collect and use and advise you to check the privacy policies of any such third parties.

You have the right to withdraw your consent to us using your personal data at any time, and to request that we delete it.

We do not keep your personal data for any longer than is necessary in light of the reason(s) for which it was first collected.

In some circumstances data can be destroyed quickly for example if not proceeding on a particular let or sale. However in most cases your information and your disclosures will be retained by us either electronically or in paper format for a minimum of seven years (and possibly for a longer period where this is required) to enable us to fulfil our legal, regulatory and accounting purposes.

Your data will only be stored in the UK.

Do We Share Your Data?

We will not share any of your data with any third parties for any purposes. Please note however that in certain circumstances, we may be legally required to share certain data held by us, which may include your personal data, for example, where we are involved in legal proceedings, where we are complying with legal obligations, a court order, or a governmental authority.

For example your information may need to be shared if we have to respond to any request from the FCA, the Financial Ombudsman Service, HMRC, the ICO or any other regulatory, law enforcement or governmental body

If Our Business Changes Hands?

We may, from time to time, expand or reduce our business and this may involve the sale or the transfer of control of all or part of our business. Any personal data that you have provided will, where it is relevant to any part of our business that is being transferred, be transferred along with that part and the new owner or newly controlling party will, under the terms of this Privacy Policy, be permitted to use that data only for the same purposes for which it was originally collected by us.

In the event that any of your data is to be transferred in such a manner, you will be contacted in advance and informed of the changes. When contacted you will not, however, be given the choice to have your data deleted or withheld from the new owner or controller.

How Can You Control Your Data?

In addition to your rights under the GDPR, set out in above, when you submit personal data via Our Site, you may be given options to restrict our use of your data. In particular, we aim to give you strong controls on our use of your data for direct marketing purposes (including the ability to opt-out of receiving emails from us which you may do by unsubscribing using the links provided in our emails and at the point of providing your details and by managing your Account).

You may also wish to sign up to one or more of the preference services operating in the UK: The Telephone Preference Service (“the TPS”), the Corporate Telephone Preference Service (“the CTPS”), and the Mailing Preference Service (“the MPS”). These may help to prevent you receiving unsolicited marketing. Please note, however, that these services will not prevent you from receiving marketing communications that you have consented to receiving.

Your Right to Withhold Information

You may access certain areas of Our Site without providing any data at all. However, to use all features and functions available on Our Site you may be required to submit or allow for the collection of certain data.

You may restrict our use of Cookies.

How Can You Access Your Data?

You have the right to ask for a copy of any of your personal data held by us (where such data is held). We will provide any and all information in response to your request free of charge. This could take up to 28 days. Please contact us for more details at julia@juliaweston.co.uk

Our Use of Cookies

Our Site managed by Expert Agent may place and access certain first party Cookies on your computer or device. First party Cookies are those placed directly by our site and are used only by us. Cookies are used to facilitate and improve your experience of Our Site and to provide and improve our services. They will have been carefully chosen and will have steps taken to ensure that your privacy and personal data is protected and respected at all times.

By using Our Site you may also receive certain third party Cookies on your computer or device. Third party Cookies are those placed by websites, services, or parties other than us. Third party Cookies are used on Our Site for tracking services. For more details, please refer above. These Cookies are not integral to the functioning of Our Site and your use and experience of Our Site will not be impaired by refusing consent to them.

All Cookies used by and on Our Site are used in accordance with current Cookie Law.

Before Cookies are placed on your computer or device, you will be shown a pop-up requesting your consent to set those Cookies. By giving your consent to the placing of Cookies you are enabling Us to provide the best possible experience and service to you. You may, if you wish, deny consent to the placing of Cookies; however certain features of Our Site may not function fully or as intended.

Certain features of Our Site depend on Cookies to function. Cookie Law deems these Cookies to be “strictly necessary”. These Cookies are shown below. Your consent will not be sought to place these Cookies, but it is still important that you are aware of them. You may still block these Cookies by changing your internet browser’s settings as detailed below, but please be aware that Our Site may not work properly if you do so. We have taken great care to ensure that your privacy is not at risk by allowing them.

The following first party Cookies may be placed on your computer or device:

Name of Cookie	Purpose
ci_session	This allows the site to remember who you are as you travel through the site
cookie_policy	This allows us to know whether you have accepted or declined the cookie policy

and the following third party Cookies may be placed on your computer or device:

Name of Cookie	Provider	Purpose
IP_JAR, APISID, CONSENT, HSID, NID, SAPISID, SID, SIDCC, SSID	Google	Used to remember your preferences and other information, such as your preferred language
_ga	FixFlo	Used to remember your preferences and other information

Our Site uses analytics services provided by Google. Website analytics refers to a set of tools used to collect and analyse anonymous usage information, enabling us to better understand how our Site is used. This, in turn, enables us to improve our Site and the services offered through it. You do not have to allow us to use these Cookies, however whilst our use of them does not pose any risk to your privacy or your safe use of our Site, it does enable us to continually improve our Site, making it a better and more useful experience for you.

The analytics service(s) used by Our Site use(s) Cookies to gather the required information.

The analytics service(s) used by Our Site use(s) the following Cookies:

Name of Cookie	First/Third Party	Provider	Purpose
_ga	Third Party	Google Analytics	Used to distinguish users
_gid	Third Party	Google Analytics	Used to distinguish users
_gat	Third Party	Google Analytics	Used to throttle request rate
__utma	Third Party	Google Analytics	Used to distinguish users and sessions
__utmb	Third Party	Google Analytics	Used to distinguish users and sessions
__utmc	Third Party	Google Analytics	Used to distinguish users and sessions
__utmt	Third Party	Google Analytics	Used to distinguish users and sessions
__utmz	Third Party	Google Analytics	Used to distinguish users and sessions

In addition to the controls that we provide, you can choose to enable or disable Cookies in your internet browser. Most internet browsers also enable you to choose whether you wish to disable all cookies or only third-party Cookies. By default, most internet browsers accept

Cookies but this can be changed. For further details, please consult the help menu in your internet browser or the documentation that came with your device.

You can choose to delete Cookies on your computer or device at any time, however you may lose any information that enables you to access Our Site more quickly and efficiently including, but not limited to, login and personalisation settings.

It is recommended that you keep your internet browser and operating system up-to-date and that you consult the help and guidance provided by the developer of your internet browser and manufacturer of your computer or device if you are unsure about adjusting your privacy settings.

Contacting Us

If you have any questions about Our Site or this Privacy Policy, please contact us at julia@juliaweston.co.uk or by telephone on 01952 246622 , or by post 43 Market Street Wellington Telford TF1 1DT. Please ensure that your query is clear, particularly if it is a request for information about the data We hold about you.

Changes to Our Privacy Policy

We may change this Privacy Policy from time to time (for example, if the law changes). Any changes will be immediately posted on Our Site and you will be deemed to have accepted the terms of the Privacy Policy on your first use of Our Site following the alterations. We recommend that you check this page regularly to keep up-to-date.

October 2018. JW