



## **Clee Tompkinson Francis**

### **Privacy Policy**

We are Clee Tompkinson Francis and we are committed to safeguarding our customers privacy whilst providing a personalised and valuable service. In this privacy statement, when we use the terms “we”, “us” or “our” we are referring to Clee Tompkinson Francis.

Clee Tompkinson Francis is a data controller for the personal information that we collect and use on your behalf. We will treat your personal information as confidential and in accordance with applicable data protection legislation. Your personal information will only be shared with others in accordance with this privacy notice and we will never sell on your personal data. By visiting and submitting information via this site you are accepting and consenting to the practices described in this statement.

#### **What information do we collect on our site?**

In order to provide you with the best possible service, we sometimes need to collect information (including sensitive personal information) about you. We may collect and process the following data:

#### **Selling or letting enquiries and valuations and offers:**

- First and last name (so we know what to call you)
- Telephone number (so we can contact you to organise a viewing, update you on offers received and or rental applications)
- E-mail address (so we can contact you or provide you with further information)
- Your selling status (so we can understand what stage in the selling process you are and offer as much accurate assistance as possible)
- Property details (Your address and postcode will help us to provide you with an accurate valuation)
- On lettings valuations we will check you have consent to let and your landlord tax if you reside overseas
- Potential tenants will be asked about their employment status and affordability will be checked
- At point of offer lettings tenants will be asked for guarantor information, if applicable and full employment information
- At point of offer or before in sales transactions, affordability to purchase will be discussed and checked

- At point of reference, tenants will be asked to provide address, landlord details and bank details for credit checking

We may collect the following information from Google analytics when you use this site:

- Details of how you used our service, such as your search criteria
- Telephony log information like your phone number, calling-party number, forwarding numbers, time and date of calls, duration of calls, SMS routing information and types of calls.
- Internet protocol address (IP address)
- Device event information such as crashes, system activity, hardware settings, browser type, browser language, the date and time of your request and referral URL.
- Cookies that may uniquely identify your browser or your google account

We use google analytics code on our site to gather statistical data. For more information on how Google analytics process this information, visit: [www.google.com/analytics](http://www.google.com/analytics)

You can also read more by visiting Google Analytics 'privacy policy:

<https://www.google.com/analytics/terms/us.html>

## **Cookies**

What is a cookie?

Cookies are messages that the web servers pass to your web browser when you visit stores each message in a small file, called cookie.txt. When you request another page from the server, your browser sends the cookie back to the server.

We may use cookies to:

- Analyse our web traffic using analytics package, aggregated usage data help us improve the website structure, design, content and functions.
- Identify whether you are signed in to our website: for example, 50% of our users may have seen one piece of content and 50% a different piece of content.
- Store information about your preferences: the website can then present you with information you will find more relevant and interesting.
- To recognise when you return to our website: we may show you relevant content or provide functionality you used previously.

Cookies do not provide us with access to your computer or any information about you, other than that which you choose to share with us. You can instruct your browser to refuse all cookies or to indicate when a cookie is being sent. However, please note that doing this may affect how our website functions and some pages and services may become unavailable to you

## **Data capture forms**

We have a number of contact forms on our site. These are short forms that allow us to contact you regarding a service or property that you have enquired about. We will never contact you for any other reason unless you have opted-in to further communication from us.

We usually ask for the following:

- First and last name (so we know who to call)
- Telephone number (so we can call you back)
- E-mail address (so we can contact you and if we can't reach you and provide you with e-mail updates)

## **Security and retention of data**

Here at Clee Tompkinson Francis, the security of your personal information is very important to us. Any information you provide us will be held securely and in accordance with the Data Protection Laws and we have implemented strong physical and electronic security guards.

We do our utmost to keep your data secure, however, we cannot give you a guarantee that impenetrable security measures are in place.

The period for which we will keep your personal data will depend on the type of services you have requested from us. We will delete your data automatically after 7 years or sooner, if we don't feel its necessary to keep. We may use the information to improve our services, inform our marketing strategy or if needed for a legal claim.

Your personal information will not be normally disclosed to third-parties. In some circumstances however, we may need to disclose your personal details to a third party so they can provide a service you have requested. Please note that we will only work with third parties necessary to the completion of any services that you've requested from us and we only instruct third parties trusted to us based on their security procedures.

## **Controlling information about you**

You have the right to ask us not to process your information for marketing purposes. We will usually inform you (before collecting your data for the marketing purposes ) or if we intend to disclose your information to any third parties. You also have the right to access the personal information we hold about you at any time free of charge. If you wish to exercise any of these rights , please contact Christopher Davies. If we do hold information about you, you can either ask us to correct any mistakes or request it to be permanently deleted from our records.

## **Changes to the Clee Tompkinson Francis privacy policy**

We may change this privacy policy at any time, and such changes may take immediate effect. Any changes we make to our privacy policy in the future will be posted on this page and, where appropriate, notified to you by e-mail or via a notification on our site. You should check this page to ensure you are happy with any changes.

## Contact

Requests, comments and questions regarding our privacy policy are all welcomed and should be addressed to:

- Christopher Davies
- [Morrison@ctf-uk.com](mailto:Morrison@ctf-uk.com)
- 111 Clase Road, Morrison, Swansea, SA6 8DY
- 01792 795727

This privacy policy was last updated in May 2018.