



DG
Property
Consultants

Matching people
with property
since 2000.

DG Property Consultants Privacy Policy

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The type of personal information we collect

We currently collect and process the following information:

Personal identifiers, contacts and characteristics (for example, name and contact details).

Any information that a user of the website provides to us, through our "Contact" page, or through emailing us relating to any person who can be directly or indirectly identified from that information.

How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons. We collect and process personal data about you when you interact with us and our websites and when you register with us to receive our services. Other than the personal data which you give us (which will usually include, name, address, telephone number, email address, date of birth, credit history, previous addresses, identification) in response to requests from us or other parties to a transaction which you are participating in, information that we collect directly from you includes. Technical information, including the Internet protocol (IP) address used to connect your computer to the Internet, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform; and Information about your visit, including the full Uniform Resource Locators (URL) clickstream to, through and from our site (including date and time); pages 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), and methods used to browse away from the page. We also receive personal information indirectly, from the following sources in the following scenarios: The website visits; Social Media Companies including Facebook,

Twitter, Google+ when you interact with our brand through these platforms;

Live chat suppliers partnered with us through Live Chat applications hosted on our website;

Previous or current landlords for the purpose of referencing;

Enquiries through property portals when you request further information on a property or request information or contact from our office.

Mortgage brokers, lenders and solicitors/conveyancing agents through transactions relating to the service and other agents/companies as and when required for purposes which will be disclosed.

We use this personal data for the following purposes:

To fulfil a contract. This includes, providing our services including processing information in connection with a property's sale or letting, arrangements for the transfers of funds by or to third parties, end of contract arrangements communicating with you.

As required by us to conduct our business and pursue our respective legitimate interests, in particular: We will each use your information to provide services to you before we have a contract



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with you (for instance sending potential buyers and tenants property details), and to respond to any comments or complaints you may send us.

The Company monitors use of our websites and online services, and uses your information to help us monitor, improve and protect our products, content, services and websites, both online and offline, including as set out in our Cookie policy below.

The Company uses information you provide to personalise our website, products or services for you, including as set out in our Cookie policy below; if you provide a credit or debit card as payment, we and also use third parties to check the validity of the sort code, account number and card number you submit in order to prevent fraud (see data sharing below).

We use information you provide to investigate any complaints received from you or from others, about our services or the properties which we deal with.

We will use data in connection with legal claims, compliance, regulatory and investigative purposes as necessary (including disclosure of such information in connection with legal process or litigation); and we use data of some individuals to invite them to take part in market research.

Where you give us your consent.

We will send you direct marketing in relation to our relevant products and services, or other products and services provided by us, members of our group of companies and our partners such as:

Mortgage brokers we are partnered with for mortgage services and advice

Independent financial advisors for advice relating to your property and the services we offer

Solicitors and Conveyancing agents for legal advice relating to your property and the services we offer.

We place cookies and use similar technologies in accordance with our Cookies Policy and the information provided to you when those technologies are used and on other occasions where we ask you for consent, we will use the data for the purpose which we explain at that time. For purposes which are required by law. To verify your identity; and In response to requests by government or law enforcement authorities conducting an investigation.

We may share this information with Homelet, MyDeposits, Landmark, Councils, Utilities, other government site.

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are: (a) Your consent. You are able to remove your consent at any time. You can do this by contacting DG Property Consultants. 2 High Street, Toddington, Bedfordshire, LU5 6BY. E: hello@dgpropertyconsultants.co.uk

(b) We have a contractual obligation. (c) We have a legal obligation. (d) We have a vital interest. (e) We need it to perform a public task. (f) We have a legitimate interest.

How we store your personal information

Your information is securely stored.

Where we process personal data in connection with performing a contract, we keep the data for 10 years from your last interaction with us.



Where we process registration data, we do this for as long as you are an active user of our sites and for 10 years after this. We do this on the basis that the average person will stay in a home for 10 years before looking to move.

Where we process personal data for marketing purposes or with your consent, we process the data until you ask us to stop and for a short period after this (to allow us to implement your requests). We also keep a record of the fact that you have asked us not to send you direct marketing or to process your data indefinitely so that we can respect your request in future.

Your data protection rights

Under data protection law, you have rights including:

- Your right of access - You have the right to ask us for copies of your personal information.
 - Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
 - Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.
 - Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.
 - Your right to object to processing - You have the right to object to the processing of your personal information in certain circumstances.
 - Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.
- You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at DG Property Consultants. 2 High Street Toddington, Bedfordshire, LU5 6BY. T: 01582-580500 if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at DG Property Consultants. 2 High Street Toddington, Bedfordshire, LU5 6BY. T: 01582-580500

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

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

Helpline number: 0303 123 1113
ICO website: <https://www.ico.org.uk>

