

# Privacy Policy

## Introduction

We take your privacy very seriously and we ask that you read this privacy policy carefully as it contains important information on who we are, how and why we collect, store, use and share personal information and how to contact us and supervisory authorities in the event you have a complaint.

## Who we are

We are Yellow Tomato Homes Ltd, a company registered in England with registration number 12141046 ('we', 'us'), the operator of the website, [www.yellowtomatohomes.co.uk](http://www.yellowtomatohomes.co.uk). We collect, use and are responsible for certain information about you. When we do so we are regulated under the GDPR (General Data Protection Regulation) across the United Kingdom AND the European Union, and we are responsible as the controller of that information for the purpose of those laws. We can be contacted using the details at the top of this page.

## The Information we Collect, Use & Store

### Information provided by you

We may collect personal information which you provide to us in the course of running our business, such as your name, postal address, email address, phone numbers. We may request that you prove your identity in the course of doing business with us and we may take a copy of your proof of identity.

### Information provided by third parties

Occasionally we may receive information about you from other sources, for example during the process of selling or leasing a property to you, which we may add to the information we already hold about you in order for us to improve and personalise our service to you

### Information about other individuals

If you give us any information about, or on behalf of, any other person, you confirm that the other person has agreed that you can give consent on their behalf to the collection, storage and use of their data by us.

### Sensitive personal information

Sensitive personal information includes information for example relating to your ethnic origin, political opinions, religious beliefs, sex, gender, sexuality, physical or mental health, and other such information.

We will not usually ask you to provide any sensitive personal information. Before requesting any such information we shall seek your explicit consent and shall fully explain our reason for requesting it.

### Children

We do not knowingly collect data relating to children under the age of 16. If you are a parent or guardian of a child under the age of 16 and you think that we may have information relating to your child, please contact us to request deletion of that child's personal data

## How and when we collect information about you

We may gather information from you face to face or over the phone if you make an enquiry about our business.

We collect personal information when you use our website to register interest or otherwise participate in dialogue with us. Our website also uses cookies and identifies users according to their internet device's IP address.

We may monitor and record our communications with you in order to ensure that we are complying with legal requirements and to protect all parties in the event of fraud, misrepresentation, misunderstanding or miscommunication.

If you visit any of our premises, monitoring devices such as CCTV systems may collect information relating to your activities on or near our premises.

### Use of Cookies

A cookie is a small text file which is placed on a computer or other electronic device when that device is used to visit certain websites. This information does not identify users individually. Our website uses cookies to monitor information such as the number of visitors to different pages of the website. We use software to look at IP addresses and cookies to improve user experience of our website. We do not use the information to develop a personal profile of any user.

You may set your internet browser software not to accept cookies, and you can remove cookies stored by your browser software, however some website features may not function fully as a result.

You can find out more information about cookies at [www.aboutcookies.org](http://www.aboutcookies.org) or [www.allaboutcookies.org](http://www.allaboutcookies.org)

#### Reasons we can collect, store and use your personal information

We rely on a different lawful basis for collecting and using your data in different situations

##### Enquiries

When you enquire about any of our properties or developments, or about our business in general, we will collect some personal information to enable us to identify you as an individual and in order that we can supply you with the information you have requested. Where the information you have requested changes from time to time, or there are updates relating to the information we have previously supplied, we may use the same personal information that you have provided to communicate those updates or changes to you.

We may use your personal information to contact you regarding other products or services which may be of interest to you. You may opt out of receiving this kind of communications at any time.

##### Contracts

Where you and we agree to enter into a contract to buy, sell, lease or rent any property, or access any service offered by one party to the other, we shall collect, process, use and store personal information legitimately and reasonably required to fulfil all contractual obligations.

We collect and use personal information to comply with our legal obligations. For example we may take copies of documents which can positively identify you so that we can comply with anti-money laundering and counter-terrorist financing requirements

##### Legitimate Business Interests

Our priority is to ensure we give a high level of customer service and that the products and services we supply are of high quality. We accept that not all enquiries will lead to a successful business transaction between us, but we will collect personal information to:

- Follow up on enquiries to provide the information requested and other related information;
- Carry out research and analysis of behavioural patterns of visitors to our website;
- Customise our website and its content to your particular preferences;
- Improve our services;
- Detect and prevent fraud;
- Prevent offensive, inappropriate or otherwise disruptive behaviour on our websites.

We operate CCTV at our premises. We collect and store images in order to encourage positive behaviour, to dissuade criminal activity, to assist in the establishment or defence of any criminal investigation

#### Who might we share your personal data with

We may disclose your personal data to:

- Law enforcement or government agencies legitimately undertaking their obligations to detect and prevent unlawful activity.
- Any person or organisation if we are required to share that data to comply with the law or to enforce any agreement we may have with you or to protect the health and safety of any person.
- Certain professional services for the execution of contracts, provision of insurance, transfer of warranties, etc.
- Any person you have named as your agent or representative in the execution of your business.

If we pass your personal information to an outside party, we will require them to comply with our instructions to use your details only in connection with the services they provide for us and not for their own business uses.

#### Your rights

Under the General Data Protection Regulation you have a number of important rights, including:

- Request a copy of the information we hold about you.
- Require us to correct any mistakes in the information we hold about you.
- Request the deletion of personal information we hold about you.
- Request that we stop contacting you.
- Object to our continued processing of your data.
- Restrict our processing of your data in certain circumstances.
- Object to decisions concerning you being taken by automated means.
- Receive from us a copy the information that you have given to us, and transmit that data to a third party.

Further information on each of these rights is available from the Information Commissioner's Office, [www.ico.org.uk](http://www.ico.org.uk)

If you wish to exercise any of these rights, or if you have any concerns regarding our use of your information, please contact us using the address, telephone and email information provided at the top of this page.

We will not ordinarily charge you for any of these services.

If you wish to make a complaint about the way we have handled your data, the supervisory authority in the UK is the Information Commissioner who may be contacted online at [www.ico.org.uk](http://www.ico.org.uk) or by telephone on 0303 123 1113.