

# Johnson's

Independent Property Agents

*Local people. Local knowledge.*

## **Privacy Policy and Cookies**

### **1. About us**

Pioneer Property Marketing Ltd., trading as Johnson's Independent Property Agents, ("we") take personal data protection extremely seriously and we are committed to protecting and respecting your privacy. This privacy policy (May 2018) is compliant with the EU General Data Protection Regulation (GDPR). For the purpose of the both Data Protection Act 1998 and the GDPR, the 'Data Controller' is Pioneer Property Marketing Ltd., Station House, Bunbury Way, Epsom Downs, Surrey KT17 4JP. Our registered company number is 07350833. We can be contacted on 01372 721 722

### **Information we collect from you**

We collect personal data about you when you complete forms on our website [www.johnsons-ipa.co.uk](http://www.johnsons-ipa.co.uk) ("our website") or when you correspond with us by other means such as email, phone or otherwise.

We may collect, store and use the following kinds of personal data:

- information about your computer and about your visits to and use of this website (including your IP address, geographical location, browser type, referral source, length of visit and number of page views);
- information that you provide to us for the purpose of registering with us;
- information that you provide to us for the purpose of subscribing to our website services, email notifications and/or newsletters; and
- any other information that you choose to send to us.

### **2. Our website and your personal data**

Personal data you submit on our website will be used for the purposes specified in this privacy policy or in relevant parts of the website.

We may use your personal information to:

- administer the website;
- improve your browsing experience by personalising the website;
- enable your use of the services available on the website;
- send you general (non-marketing) commercial communications;
- send you email notifications which you have specifically requested;
- send to you marketing communications relating to our business (or the businesses of carefully-selected third parties) which we think may be of interest to you by post or, where you have specifically agreed to this, by email or similar technology (you can inform us at any time if you no longer require marketing communications);
- provide third parties with statistical information about our users – **but this information will not be used to identify any individual user;** and
- deal with enquiries and complaints made by or about you relating to the website.

Our data processors for the purpose of the GDPR are ITCS (UK) Ltd., 1 North Road, Bridgend Industrial Estate, Bridgend, CF31 3TP. Registered in England & Wales no. 5251472. ITCS can be contacted on 08456 444 200.

### 3. What we do with your personal data

We may disclose information about you to any of our employees, officers or agents, insofar as reasonably necessary for the purposes as set out in this privacy policy

In addition, we may disclose information about you:

- to the extent that we are required to do so by law;
- in connection with any legal proceedings or prospective legal proceedings;
- in order to establish, exercise or defend our legal rights (including providing information to others for the purposes of fraud prevention and reducing credit risk); and

**Except as provided in this privacy policy, we will not provide your information to third parties.**

### 4. How we protect your personal data

We will take reasonable technical and organisational precautions to prevent the loss, misuse or alteration of your personal information. We will store all the personal information you provide on our secure (password- and firewall- protected) servers. Of course, data transmission over the internet is inherently insecure, and we cannot guarantee the security of data sent over the internet. You are responsible for keeping your password and user details confidential. We will never ask you for your password.

## 5. Your rights to control your personal data

Under the GDPR you have certain rights in respect of the personal data we hold on you. The main rights are:

- Your right to access your personal data we hold on you;
- Your right to rectify any data that we hold on you that is incorrect or requires updating;
- Your right to have your data deleted (in some instances); and
- Your right to lodge a complaint with a supervisory authority (in the UK that is the Information Commissioner's Office)

You have the right to ask for a copy of any of your personal data held by us (where such data is held). Under the GDPR, no fee is payable and we will provide any and all information in response to your request free of charge. This will be provided to you in a readable format. Should you wish to exercise this right please contact:

Email: [johnsons@johnsons-ipa.co.uk](mailto:johnsons@johnsons-ipa.co.uk) or

Writing to: Johnson's IPA, Stations House, Bunbury Way, Epsom KT17 4JP

Alternatively, you can visit either of our premises and make your request in person.

Whichever method the request is made, we will have to verify you are entitled to make the requests as the data subject (i.e. the person whose data we hold).

You also have the right to withdraw your consent and inform us to delete some or all personal data we hold on you. There may be legal reasons why this is not possible – if that is the case we will fully explain our rationale. You have the further right to appeal our decision to the Information Commissioner's Office at [www.ico.org.uk/concerns/handling/](http://www.ico.org.uk/concerns/handling/) or via their helpline on 0303 123 1113.

You have the right to lodge a complaint about how we have managed your personal data – The UK's supervisory authority is The Information Commissioner's Office who can be contacted at <http://www.ico.org.uk/concerns/handling/> or via their helpline on 03031231113.

We will only contact you for marketing purposes if you have consented to any such contact and agreed the method of contact. You may instruct us not to process your personal data for marketing purposes by email at any time.

Our website contains links to other websites. We are not responsible for the privacy policies or practices of third party websites.

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 with your consent.

## 6. Cookies & Analytics

A cookie consists of information sent by a web server to a web browser, and stored by the browser. The information is then sent back to the server each time the browser requests a page from the server. This enables the web server to identify and track the web browser. We may use “session” cookies and “persistent” cookies on the website.

We will use the session cookies to keep track of you whilst you navigate the website. We will use the persistent cookies to enable our website to recognise you when you visit. Session cookies will be deleted from your computer when you close your browser. Persistent cookies will remain stored on your computer until deleted or until they reach a specified expiry date.

Most browsers allow you to refuse to accept cookies. For example, in Internet Explorer you can refuse all cookies by clicking “Tools”, “Internet Options”, “Privacy”, and selecting “Block all cookies” using the sliding selector. This will, however, have a negative impact upon the usability of our website.

The following table list the cookies that we presently use on our website:

[www.johnsons-ipa.co.uk](http://www.johnsons-ipa.co.uk)

<b>Cookie name</b>	<b>Type</b>	<b>Period of expiration</b>
utma	Persistent	2 years
utmz	Persistent	6 months
Cookie_notice_accepted	Persistent	1 month
utmc	Sessional	After the session ends

We may update this privacy policy from time-to-time by posting a new version on our website. You should check this page occasionally to ensure you are happy with any changes.