

Privacy Policy

Bell & Blake is committed to safeguarding the privacy of our clients, users, and any visitors to our website. This policy explains how we collect, use, and protect personal information in compliance with UK data protection laws, including the General Data Protection Regulation (GDPR) and the Data Protection Act 2018.

1. Who We Are

Bell & Blake is an independent sales and lettings agency based in the UK, and a member of the Property Ombudsman. This privacy policy applies to information collected via our website, social media platforms, email communications, and any other interaction you may have with us.

2. Information We Collect

We may collect and process the following personal data:

- **Contact Information:** Your name, address, email address, phone number, and other contact details.
- **Property Information:** Details about your property or properties you are interested in, including addresses and property preferences.
- **Identification and Financial Information:** If you are a client, we may collect details to verify your identity or financial information as required by law.
- **Usage Information:** Data about your use of our website, including IP address, browser type, and access times (collected through cookies).

3. How We Use Your Information

We use your personal data to:

- **Provide Services:** To fulfil our obligations related to property sales, lettings, or other property-related services.
- **Communicate with You:** To respond to your inquiries, send you updates on properties, or notify you of changes to our services.
- **Marketing Purposes:** With your consent, we may use your contact information to send you marketing updates about our services. You can opt-out of these communications at any time.
- **Legal Compliance:** To fulfil legal requirements, including those set by the Property Ombudsman and Anti-Money Laundering regulations.

4. Sharing Your Information

We may share your personal data with:

- **Service Providers:** Third-party providers who assist us in delivering services, such as IT and marketing support.
- **Legal Authorities:** When required by law, we may share your information with regulatory bodies, such as HM Revenue & Customs.

- **The Property Ombudsman:** As members, we may be required to provide information related to disputes or other legal matters.

We will never sell your data to third parties.

5. Your Rights

Under UK law, you have several rights regarding your personal data:

- **Access:** You can request a copy of the data we hold on you.
- **Rectification:** You can ask us to correct any inaccuracies.
- **Erasure:** You can request the deletion of your data, where permissible by law.
- **Objection to Processing:** You may object to processing for direct marketing purposes.
- **Data Portability:** You can request a copy of your data in a structured, machine-readable format.

To exercise any of these rights, please contact us using the details below.

6. Data Security

We take data security seriously and implement appropriate technical and organizational measures to protect your data. We only retain personal data for as long as is necessary to fulfil the purposes outlined in this policy or as required by law.

7. Use of Cookies

Our website uses cookies to improve user experience. Cookies are small text files stored on your device, and they help us analyse traffic and remember your preferences. You can disable cookies in your browser settings, but this may affect website functionality.

8. Changes to this Policy

We may update this privacy policy periodically. Any changes will be posted on this page, and we encourage you to review it regularly.

9. Contact Us

If you have any questions about this policy or wish to exercise any of your rights, please contact us at:

Bell & Blake

Address: 12 The Hornet, Chichester, West Sussex, PO19 7JG

Email: info@bellandblake.co.uk

Phone: 01243 790674