

Privacy Policy

Strada Real Estate is a data controller. As such, we control your data and are registered under, the Data Protection laws in the United Kingdom. Strada exercises diligence and takes reasonable care to prevent any unauthorised access to, and use of your personal information.

Why is your personal information collected by Strada Real Estate?

We collect your personal information in order to:

- Comply with Money Laundering Regulations as regulated by HM Revenue and Customs
- Provide you with the best and most professional service possible.
- Respond to complaints and enquiries

Your personal information is required to enter into any contract you may undertake with us as your agent, and for us to provide information on products and services which are relevant to you. Without this information, it would not be possible for us to provide such services.

The personal information we collect

Personal information collected may include:

- Your name and date of birth
- Postal and email address
- Telephone contact details
- Employment details
- Other related information to support your requirements and confirm your identity (such as UK residency status)

Most personal information is collected by our brokers, office manager or administrators when enquiring about a property sale and/or purchase, or from the enquiry form on our website. However, some personal information is obtained from website portals such as Rightmove and Zoopla and then passed to us with your consent.

How do we use your personal information?

As your agent, we use your personal information to discuss your personal circumstances in order to determine the most appropriate solution or service for your needs.

Your personal information may be shared with Strada Real Estate's approved contractors or agents, in order to maintain the customer relationship by providing continuing service as your real estate agent and/or lettings agent and to inform you about relevant products and services.

Who we disclose personal information to:

It may be necessary to share your personal information with non-affiliated companies who perform support services on our behalf including those that provide professional or legal advice to Strada Real Estate. Your written or verbal approval of such services is always obtained as a matter of best practice. These companies are required to ensure appropriate security measures are in place and maintain the confidentiality of your information, and to use your personal information only in the course of providing such services as specified by Strada Real Estate. Under limited circumstances, your personal information may be disclosed to third parties as permitted by, or to comply with, applicable laws and regulations, for instance, to meet our obligations to the HM Revenue and Customs and when responding to subject access requests, proceedings of a court of law or similar legal process, to protect against fraud, and to otherwise cooperate with law enforcement or regulatory authorities. The personal information you provide will not be passed to any third-party organisation for marketing purposes. You will have the opportunity to indicate if you wish to receive communications from Strada Real Estate about relevant services and products, together with other marketing communications when you provide your personal information.

Software and system providers including but not limited to:

Alto

Website Hosts and analytics platform providers including but not limited to:

Google Analytics, Alto

If you subsequently want Strada Real Estate to cease using your personal information for these purposes, please contact our Compliance officer:

paul@stradarealestate.co.uk

How long is your personal information retained?

Strada Real Estate will retain your personal information in accordance with applicable laws and while a client relationship is in place. HM Revenue and Customs requires data to be kept for 6 years from the date of the commencement of the business relations applicable laws and while a client relationship is in

place. The Financial Conduct Authority (FCA) requires data to be kept for 6 years from the date of full application.

Accessing your personal information:

You have the right to access your personal information to check whether it is accurate and up-to-date. You also have the right to receive a copy of your personal information we process. You have the right to access your personal information to check whether it is accurate and up-to-date. You also have the right to receive a copy of your personal information we process.

Changes to our Privacy Notice:

We keep our Privacy Notice under regular review and we will place any updates on this website.

Questions:

If you have any questions or complaints relating to how we use your personal information, or if you wish to exercise any of your rights regarding your personal information, please contact:

paul@stradarealestate.co.uk

Alternatively, you can write to us at:

Data Protection Queries
Strada Real Estate
34 St Giles Street
Northampton
NN1 1JW

Tel: 01604 355 777

We will respond to you as soon as is possible. The length of time will depend on the type and complexity of the request, but you will receive a response no later than one month from the initial request.

What if I am still not satisfied?

If you are not satisfied with how Strada Real Estate has responded to your enquiry, you have the right to complain to the Information Commissioner's Office (ICO), who is the regulator for data protection in the United Kingdom.

Property Agency Complaint Procedure

We are committed to providing a professional service to all our clients and customers. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please put it in writing, including as much detail as possible. We will then respond in line with the timeframes set out below (if you feel we have not sought to address your complaints within eight weeks, you may be able to refer your complaint to the Property Ombudsman to consider without our final viewpoint on the matter).

What will happen next?

- We will send you a letter acknowledging receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure.
- We will then investigate your complaint. This will normally be dealt with by the Managing Director who will review your file and speak to the member of staff who dealt with you. A formal written outcome of our investigation will be sent to you within 15 working days of sending the acknowledgement letter.
- If, at this stage, you are still not satisfied, you should contact us again and we will arrange for a separate review to take place by a senior member of staff.
- We will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter.
- If you are still not satisfied after the last stage of the in-house complaint procedure (or more than 8 weeks has elapsed since the complaint was first made) you can request an independent review from The Property Ombudsman without charge. Contacts are down below :

The Property Ombudsman

Milford House

43-55 Milford Street

Salisbury

Wiltshire

SP1 2BP

01722 333 306

admin@tpos.co.uk

www.tpos.co.uk

Please note the following:

You will need to submit your complaint to The Property Ombudsman within 12 months of receiving our final viewpoint letter, including any evidence to support your case.

The Property Ombudsman requires that all complaints are addressed through this in-house complaints procedure, before being submitted for an independent review.

We thank you for taking the time to read this notice.