

# Privacy Policy

Welcome to David Plaister Limited.

Please read this Privacy Policy carefully as if you continue to browse and use this website, you are agreeing to comply with and be bound by the following terms, which together with our website and application terms and conditions govern David Plaister Limited's relationship with you in relation to this website and application. If you disagree with any part of these terms and conditions, please do not use our website or our service.

'David Plaister Ltd' or 'us' or 'we' refers to David Plaister Limited, the owner of the website. The term 'you' refers to the user or viewer of our website.

Protecting the privacy of all of our users and handling their data is of utmost importance to us at David Plaister Limited. The David Plaister Privacy Policy has been written to explain how we will protect the privacy of our users and handle their PERSONAL DATA. By using the David Plaister Ltd website or application and providing us with your personal data, you agree to and consent David Plaister Limited to use, collect and transfer your data under the terms set out in this Privacy Notice.

By using this website, you are in agreement with the terms of this Privacy Policy. If you do not agree with these terms, please let us know by sending an email to [info@davidplaister.co.uk](mailto:info@davidplaister.co.uk) – we can update your account details accordingly. Please note that you can opt out of your agreement to receipt of such information or disclosure of information to third parties at any time.

We are a Limited Company registered in the United Kingdom. Our registered company number is 08744483 and our registered office address is:

12 South Parade  
Weston-super-Mare  
BS23 1JN  
North Somerset  
United Kingdom

If you have any further queries please do not hesitate to contact David Plaister Ltd – [info@davidplaister.co.uk](mailto:info@davidplaister.co.uk)

## Your 'PERSONAL DATA'

When using this web site, you will be asked to provide 'personal data'.

Personal data means data which relate to a living individual who can be identified from this data and other information which is in the possession of, or is likely to come into the possession of, the data controller. This information is described in this privacy policy.

We may collect technical information from your mobile device or your use of our services through a mobile device, for example, location data and certain characteristics of, and performance data about your device, carrier/operating system including device and connection type, IP address, mobile payment methods.

We may collect and process personal information about you through various means including; website, email, telephone, personal contact, written contact, by operating security policies and

procedures in our offices (CCTV footage). We may also collect personal data via external third-party providers for example Rightmove, HomeLet and Zoopla.

We may also record all telephone calls via our office telephone system and will be retained for a period of 6 months thereafter.

The personal data you give to us may include:

- Name and title
- Contact information, including telephone number, postal address and email address
- Information relating to your location, preferences and / or interests
- Employment and job application details, e.g. date of birth, employment history, qualifications,
- Equality monitoring information
- Photographic identification and proof of address
- In certain circumstances, your and others' signature(s), National Insurance number(s), financial details such as bank account details and details of any relevant sanctions or similar restrictions
- Your past credit history
- Financial Information, mortgage documentation, proof of funding

## Use of your 'PERSONAL DATA'

Your personal data will allow us to provide our services and to you. The purpose for our data processing may include the following:

- Arrange and schedule appointments
- Send property particulars
- Assist and Complete the Sales, Lettings and Auction processes
- Arrange contractors or any relevant third party to attend a property for maintenance.
- Analysis to improve our services and offer support and administrative services
- Contact you for other products and services and promotional offers whether offered by us or third parties for marketing purposes via email, SMS, telephone or post (if consent is given)
- Use aggregate information and statistics for the purposes of monitoring usage of the portals and our services. We may also provide such aggregate information to third parties.

These processes may include passing on personal data to third parties to assist with some of the processes listed above. These third parties may include:

- Vendors and Landlords
- Contractors, Builders, Property Developers and relative administrative organisations.
- Referencing and Credit checking organisations (including previous employers)
- Solicitors, Surveyors and Mortgage Advisors
- Removal Firms

## Disclosure of your 'PERSONAL DATA'

Any data provided through various means [website, email, telephone, personal contact, written contact], will be transferred and stored on our server and database.

Third parties may process personal data such as credit and debit card payments and information and provide a support service to David Plaister Limited for these payments.

To provide information to you, you have agreed to us collecting your personal data, necessary to enforce our legal rights or to defend any claims made against us by any person.

If David Plaister Limited is sold or merged with another business entity, your personal data may be disclosed or transferred to the new owners or associated companies or businesses.

In order to remain compliant with relevant legislation and any legal obligation, we may be asked to disclose your personal data and information.

## Security of 'PERSONAL DATA'

Should you experience any un-authorised activity within your account, you should notify David Plaister Ltd as soon as possible by email – [info@davidplaister.co.uk](mailto:info@davidplaister.co.uk)

David Plaister Limited will take reasonable precautions to prevent any un-authorised activity. However, you should be aware that the use of the internet is not entirely secure and for this reason we cannot guarantee the security or integrity of any personal information which is transferred from you or to you via the internet.

We will keep your information stored on our systems for as long as it takes to provide the services to you and in accordance with our Terms of Business. We may keep your data for longer than our stated retention period if we cannot delete it for legal, regulatory or technical reasons. We may also keep it for research, preventing conflicts of interests or statistical purposes. If we do, we will ensure that appropriate safeguards are in place to protect your privacy and only used for those purposes.

For the avoidance of doubt, David Plaister Limited will not be held liable in the event of David Plaister Limited's database being accessed by un-authorised user.

We will not store your information for longer than is reasonably necessary or required by law, or consent is withdrawn, if there is no longer a legitimate interest to hold or process the data.

## Online Payment Gateway

David Plaister Ltd does hold credit/debit card information securely and David Plaister Ltd uses a secure third party online payment gateway to process credit/debit card information. David Plaister Ltd will ensure that appropriate safeguards are in place to protect and secure this information.

All payments are processed by World Pay and any credit and debit card information will be processed World Pay.

For more information about World Pay, please make reference to their website and privacy policy. ([www.worldpay.com](http://www.worldpay.com))

## Cookie Policy

Our Cookie Policy explains what cookies are, how we use cookies, how third-parties we may partner with may use cookies on the website your choices regarding cookies and further information about cookies.

## What are cookies

Cookies are small pieces of code sent by your web browser to a website you visit. A cookie file is stored in your web browser and allows the portals or a third-party to recognise you and make your next visit easier and the website more useful to you. Cookies can be “persistent” or “session” cookies.

## How we use cookies

When you use and access this website, we may place a number of cookies files in your web browser. We use cookies for the following purposes: to enable certain functions of the portals, to provide analytics, to store your preferences, to enable advertisements delivery, including behavioural advertising.

We use both session and persistent cookies on the website and we use different types of cookies to run the website:

Essential cookies. We may use essential cookies to authenticate users and prevent fraudulent use of user accounts.

## Third-party cookies

In addition to our own cookies, we may also use various third-parties cookies to report usage statistics of the website, deliver advertisements on and through the website, and so on.

## What are your choices regarding cookies

If you'd like to delete cookies or instruct your web browser to delete or refuse cookies, please visit the help pages of your web browser.

Please note, however, that if you delete cookies or refuse to accept them, you might not be able to use all of the features we offer, you may not be able to store your preferences, and some of our pages might not display properly.

## Overseas Transfers

The information you provide may be transferred to countries outside the European Economic Area (EEA) that do not have similar protections in place regarding your data and restrictions on its use as set out in this policy. However, we will take steps to ensure adequate protections are in place to ensure the security of your information. The EEA comprises the EU member states plus Norway, Iceland and Liechtenstein. By submitting your information you consent to these transfers for the purposes specified above.

## Third party websites

Other websites may be accessible through links on our website. Third party websites are not covered by this Privacy Policy and may not protect your personal data in the same way. If you access a third party website by clicking a link on this website, it is your responsibility to read and agree with the privacy policy of that external website before you continue using it. These website

are to include, Rightmove, Zoopla, PrimeLocation, HomeLet and various other property related websites.

## Changes to our Policies and Terms

In the event of any changes to our website, application, service, terms or privacy policy we will use your contact information to make you aware of these changes via email, SMS, telephone or post.

## Complaints

If you consent to us contacting you, we will always aim to be respectful, relevant and appropriate. If at any time you do not think that we have complied with this, please contact us straight away to let us know.

You also have the right to make a complaint to the Information Commissioner's Office. For more details please visit the ICO website. [www.ico.org.uk](http://www.ico.org.uk)

## Accessing your 'PERSONAL DATA'

You are within your rights to see the personal data we collect and store for you. You may request this information to ensure it is accurate. If you would like to make this request, please send an email to [info@davidplaister.co.uk](mailto:info@davidplaister.co.uk)

We will reply to your request within 7 working days.

Questions, comments and requests regarding this [policy](#) should be addressed to our Data Protection Officer:

Edward Plaister

12 South Parade,  
Weston-super-Mare,  
North Somerset,  
BS23 1JN

E: [ed@davidplaister.co.uk](mailto:ed@davidplaister.co.uk)

T: +44 (0) 1934 815 053

Alternatively, you can contact us through the Contact Us section of our website. [www.davidplaister.co.uk](http://www.davidplaister.co.uk)

By using this website, you are in agreement with these terms. If you do not agree with these terms, please let us know by sending an email to [info@davidplaister.co.uk](mailto:info@davidplaister.co.uk) we can update your account details accordingly.