

Privacy Policy

Andrew Purnell & Co is a company which is incorporated in England registered no.7216137 and is registered under the Data Protection Act 2018.

We have provided this privacy policy to help you understand how we collect and use your personal information when you use our website or take advantage of our services, either online, in branch, or over the phone.

Scope of this policy

Our websites only

This privacy statement applies to all websites, domains, services and applications operated by Andrew Purnell & Co.

You should also be aware that communications over the internet, such as e-mails, are not secure unless they have been encrypted. Your communications may route through a number of countries before being delivered – this is the nature of the internet. Andrew Purnell & Co cannot accept responsibility for any unauthorised access or loss of personal information that is beyond our control.

Links to non-Andrew Purnell & Co services

Personal information supplied via property portals or search engines will not be covered by this privacy statement. We encourage you to review the privacy policies and settings on third party sites that you visit or interact with to make sure you understand the information that may be collected, used and shared by those sites.

Should you ask for recommended utility providers or contractors, please be aware your details will be shared with your authorization but that you should check the individuals privacy policy as we cannot be accountable for future relationships after our recommendation. Any agreements you take with third parties are not covered by our privacy policy.

Information relating to you and the care we take with it.

Collection of data

Andrew Purnell & Co will acquire anonymous and personal information relating to you in the following ways, i.e. by:

1. Automatic means, as with cookies.
2. Voluntary means, as when you provide the information to us.
3. Recording of calls via property search portals.

What are cookies?

Cookies are created when your browser loads the website. The website sends information to the browser which then creates a text file. Cookies are stored on your device for various periods of time, from as short time as the duration of your browsing session to several months.

Every time you come back to the website, the browser retrieves and sends cookies to the server, which helps to improve your experience of the website by:

- Remembering settings, so you don't have to re-enter them every time you visit.
- Remembering your last properties and searches, helping you to keep on top of new listings.
- Measuring use of the website so that we can see where we can improve.

You can manage and/or delete these small files from your device, but please be aware that this will limit the functionality that we are able to offer to you.

To learn more about cookies and how to manage or remove them, please visit [AboutCookies.org](https://www.aboutcookies.org).

What cookies do we use?

The Andrew Purnell & Co website uses cookies that can be divided into the following two groups:

STRICTLY NECESSARY COOKIES

Strictly necessary cookies allow you to log into your account and view account details without a need to log in again every time you navigate to subsequent page.

- **Andrew Purnell-Sessions** - Stores information about whether you are logged in into your account or not.
- **Visit-secure token** (session) - Stores information necessary to access your account.

VOLUNTARY COLLECTION

Andrew Purnell & Co may acquire personal information from you voluntarily, for example, when you:

- Speak with us on the telephone.
- Sign up for property alerts and other material.
- Make an enquiry or complaint.
- Complete an application form to register, rent, let buy or sell a property.
- Enquire into block management.
- Purchase a product or service.

Obtaining from another group member

An employee of Andrew Purnell & Co collecting information about you may share it with another internal colleague, but only for the uses described in this privacy statement, in order to progress an agreed service.

Third party sources

Andrew Purnell & Co maybe provided with personal information from voluntary sources for the information of referencing which will be provided and processed with individual's consent. The information we collect may be used along with the information we have obtained by the other means mentioned in this privacy statement.

How we use your information

First and foremost, we use information about you to provide a service. Whether you registered to look for a property which results in taking a let/purchasing a property, or you wish to sell/rent, the information provided by you is used with your consent to process your move.

Information provided for block management purposes will be used to process service charge statements, budgets, contractor visits and to make and receive payments. This information will not be shared with third parties for marketing purposes.

We will hold your information when registering a property search in order to contact you with newly listing properties we feel are suitable. We do not share your information at search stage; you will only be contacted by e-mail or phone if we have a property for you/wish to discuss your property search. You may opt out at any time, deleting your details manually using our 'opt out' link or by calling us to action your request.

We may use information provided by you with your consent to progress referencing. This information will be shared with your landlord for their information only in the interest of transparency. You will be advised prior to supplying your references upon who we may share.

With your authorization or at your request we may share your contact details with utility providers in order for them to provide tariffs and products of interest. As previously stated we cannot be accountable for how they share your data or for which suppliers contact you if you choose to take a relationship with a utility provider.

In the interested of dealing with any maintenance issues as quickly as possible your details maybe passed to a contractor to organise access should you report a maintenance issue. Should you advise you would not like your details to be shared we will be happy liaise.

And finally, we may use the information to comply with the law, to correspond with our regulators, and to combat fraud and other crime.

How we share your information

Andrew Purnell & Co will not sell, rent or lease your personal information for commercial gain to others outside the group.

We retain service providers, contractors and suppliers to manage or support our business operations, regulated and unregulated, to provide the product and services bought or commissioned from us and to assist us with marketing and communication initiatives. All providers are required by contract to keep the information confidential and secure and to use it only to carry out the services being performed.

We will not otherwise share the personal information you provide without your permission, unless to:

1. Respond to information requests of police and governmental authorities.
2. Comply with any law, regulation, or court order.
3. Investigate and help prevent security threats, fraud or other malicious activity.
4. Enforce/protect the rights and properties.
5. Protect the rights or personal safety of Andrew Purnell & Co and its employees and customers.

Call Recording Policy

Calls incoming from property search portals maybe recorded for the below purposes:

1. Investigate a complaint.
2. Management spot checks to ensure customer service standards are being met.
3. Quality and training purposes.

Your consent to us

The banner on this website alerts you to our use of cookies and similar technology devices. The banner provides you with the opportunity to continue or to cease browsing and thereby provide or decline your consent to use in accordance with the term of this privacy statement and our cookie policy.

By voluntarily providing us with personal information, you consent to our use of that information in the ways described in this privacy statement. When we communicate with you on an unsolicited basis, we will always provide you with a convenient option to opt-out/unsubscribe. We may communicate with you in various ways such as email, text, post or phone.

You may also email our support team at enquiries@andrewpurnell.co.uk if you wish to opt out from receiving communications from us, in accordance with this privacy statement (other than communications in response to prospective or actual contracts with you).

No member of the Andrew Purnell & Co will disclose sensitive personal information about you (for example information regarding your racial or ethnic origin or physical or mental health or condition) to another member Andrew Purnell & Co or third parties without your explicit consent.

If you give us information about another person, in doing so, you confirm that they have given you permission to provide it to us to be able to process their personal data (including any sensitive personal data) and also that you have told them who we are and what we will use their data for, as set out in this privacy statement.

Access to information

The Data Protection Act 1998 gives you the right to access information held about you. Your right of access can be exercised in accordance with the Act. Any access request may be subject to a fee to meet our costs in providing you with details of the information we hold about you.

Contacting us & how to make a complaint:

We value your opinions. If you have comments or questions about this privacy statement, any concerns or a complaint regarding our collection and use of your data or a possible breach of your privacy, please send them to:

Andrew Purnell & Co
38 Lambton Road
Raynes Park
SW20 0LP

When writing, please identify the company member(s) of the group in relation to which the comment, question or complaint relates. Alternatively, please email enquiries@andrewpurnell.co.uk for help with your complaint.

We will treat your requests or complaints confidentially. Our representative will contact you within a reasonable time after receipt of your complaint to address your concerns and outline options regarding how they may be resolved. We will aim to ensure that your complaint is resolved in a timely and appropriate manner.

Changes to this statement

We keep this Policy under regular review, the last review was on 17th November 2023. If we modify this privacy statement, we will post the revised statement here, with an updated revision date prior to the changes taking effect. This Privacy Policy was last updated on 15th May 2018.