

Privacy Notice

Last Updated: 10th July 2023

Introduction: Donelan Property Ltd is committed to protecting and respecting your personal information and privacy. This Privacy Policy explains how we collect and use personal information and the security measures we have in place. By using our website, you accept this Privacy Policy and any future updates. We recommend reviewing this policy regularly. If you have any questions or concerns, please contact us at admin@donelanproperty.com or by writing to Donelan Property, 6 Barlow Moor Road, Didsbury, Manchester, M20 6TR.

Who We Are: Donelan Property Ltd is a privately owned company registered in England under company number 10131088. This Privacy Policy applies to information provided through our website.

Information Collection: We collect information through various channels, including our website, direct interactions, and occasionally from third parties.

Types of Information Collected: The personal information we collect includes your name, email address, telephone number, and property address when you register for property-related services, such as viewings, property alerts, valuations, consultations, or mortgage appointments. We may also collect:

- Information provided on property-related enquiry forms.
- Cookie data related to your website usage (refer to our separate Cookie Policy).
- Data sent from your browser to our server, such as visit timestamps, referral URLs, and visited pages.
- Payment details for transactions processed by third-party payment processors, following our secure processing agreement.
- Additional information required by law or in connection with our services, such as marital status, date of birth, nationality, tax status, financial identifiers, mortgage arrangements, proof of funds, property details, and references.

Use of Information: We use your information for various purposes, including:

- Fulfilling contractual obligations and seeking feedback on our services.
- Notifying you of changes to our services.
- Sending requested communications or information.
- Processing job applications or franchise applications.
- Administrative, business, advertising, and analytical purposes.
- Compliance with legal obligations.
- Additional purposes with your consent.

We retain personal information only as long as necessary or specified in relevant contracts.

Information Sharing: We do not sell or provide your information to third parties, except for trusted information processors with whom we have contracts ensuring compliance with this Privacy Policy and relevant privacy laws. We may share information with providers of tenant referencing, financial advice, insurance, conveyancing, email marketing, website hosting, property specialists, property auctions, block management, call answering, client CRM, lead management, accountancy software, call recording, and other parties involved in contracts or transactions. We may also share information with utility companies and contractors as necessary.

Your Choices: You have the option to choose whether to receive information from us. Please indicate your preferences on the personal information form.

Your Rights: You have rights regarding your personal information, including:

- Access and information about its use.
- Correction or deletion of your personal information.
- Restriction or objection to the use of your personal information.
- Complaint to the Information Commissioner's Office.
- Withdrawal of consent.
- Request for personal information transfer.

Accessing Your Information: If any personal information you provided changes, please notify us by emailing admin@donelanproperty.com or writing to Donelan Property LTD, 6 Barlow Moor Road, Didsbury, Manchester, M20 6TR.

Security Measures: We maintain strict security measures to ensure the confidentiality and integrity of your personal information. While we take steps to secure data transmitted over the internet, no method can guarantee 100% security.

Cookies: Our website uses cookies. These small pieces of information collect statistical data about your browsing actions and help improve our website and services. You can disable cookies by referring to our separate Cookie Policy.

Other Websites: This Privacy Policy applies only to our website. We are not responsible for the privacy policies and practices of other websites, even if accessed through links on our site.

Transfer of Information Outside the UK: Your information may be transferred to countries outside the United Kingdom (UK) if our servers or processors' servers are located there. We ensure appropriate security measures are in place to protect your privacy rights during such transfers.

Telephone and Website Recording: We may record telephone calls and use website recording services for internal purposes, such as improving our website usability and analysing aggregated data.

Review of this Policy: We regularly review and update this Privacy Policy to ensure its accuracy and relevance. The latest update was made on 6 July 2023.

Please contact us if you have any further questions or concerns.