

Anglotown Privacy Policy

Who we are

We are Anglotown 1937 Limited (company number 6491700) incorporating Anglotown Dorset (company number 10934504), collectively known as the Anglotown Group.

When we refer to “Anglotown”, subsequently throughout this document we are also talking about any company within the Anglotown Group.

Any reference to “You” or “Your” subsequently throughout this document, means a user of our Site or any of our services.

Introduction

We believe it is very important to respect the privacy of individuals and to be transparent around the data we collect and why. This privacy policy (subsequently referred to as the “Policy” throughout this document) explains Anglotown’s approach in relation to how we collect, process and protect Your personal data when You visit our offices or web site.

This Policy covers:

- What personal information do we collect and how do we use it?
- Who will have access to Your personal information?
- How long do we keep Your personal information for?
- Cookies and tracking
- International transfers
- Security of Your personal information
- Your rights
- How to contact us
- Changes to this Policy

Anglotown is the ‘Controller’ of any personal information You provide when visiting our Site. We will process Your personal information in accordance with all applicable laws, including the General Data Protection Regulation (GDPR) (EU) 2016/679.

WHAT PERSONAL INFORMATION DO WE COLLECT AND HOW DO WE USE IT?

We will only use the information You give us or that we collect for the original purpose for which we collected it, as specified in this Policy, subject to certain legal exemptions. This section outlines what types of information we collect, and how we process and use it.

Website visitors

When You visit our Site we use a third party service to collect information from You. The type of information collected may include technical information with the potential to identify You, such as the Internet Protocol (IP) address Your computer uses to connect to the internet, Your browser type, time zone, browser plug-in types, operating system and platform. We may also collect information about Your visit, including which webSite You click through to our Site from, which webSite You leave our site to go directly to, which pages You visit within our Site, page response times, download errors, visit duration, pages You interact with (such as clicks

or watching videos), and methods used to browse away from the page. We use this information to review and optimise how our Site works, to ensure content is displaying to You correctly, to help to keep the Site safe and secure, to check the Site is free from errors, and to customise and enhance Your experience of our Site.

We ask for Your consent when we use the information we collect from the website. This is our legal basis for processing the information we collect from You when using our Site.

Anglotown clients

As an Anglotown client, our legal basis for processing Your information is to perform services under our contract with you.

We may also collect information, such as whether You have read an email sent by us, when and how many times. We use this information to tailor and provide You with service.

Sometimes, we might use the information gained from an email campaign to contact You by phone and ask if You are interested in particular opportunities. You can opt out of these calls by emailing info@Anglotown.co.uk

Non-clients of Anglotown

If You are not a client of Anglotown You may still contact Anglotown. To do this, You must register as a user on the Site, by entering Your name, email address and a password. You will be asked to enter Your telephone and address details. We ask for Your consent when you register. This is our legal basis for processing Your information.

Payment to Anglotown

If You choose to pay us for our services, You will also be asked to supply Your payment details to Worldpay. Anglotown is legally required to comply with the Payment Card Industry Data Security Standard because we offer credit/debit cards as a payment method for products and services.

Anglotown is rated as Self-Assessment Questionnaire Grade A. This means that:

1. Anglotown is an e-commerce or mail/telephone-order merchant (card-not-present), and does not store, process, or transmit any cardholder data in any format (electronic or otherwise) on their systems or premises;
2. Anglotown accepts only card-not-present (e-commerce or mail/telephone-order) transactions;
3. All payment acceptance and processing is entirely outsourced to PCI DSS validated third-party service providers;
4. Anglotown has no direct control of the manner in which cardholder data is captured, processed, transmitted, or stored;
5. Anglotown does not electronically store, process, or transmit any cardholder data on our systems or premises, but relies entirely on a third party(s) to handle all these functions;
6. Anglotown has confirmed that all third party(s) handling acceptance, storage, processing, and/or transmission of cardholder data are PCI DSS compliant; and
7. Anglotown retains only paper reports or receipts and these documents are not received electronically; and

8. The entirety of all payment pages delivered to the consumer's browser originates directly from a third-party PCI DSS validated service provider(s).

Complainants

If You submit a complaint to us about a Anglotown staff member, we will process the personal information You provide us within the Complaint Form. The personal information requested includes Your name, postal address, email address, phone number, details of complaint and Your preferred resolution.

We ask for Your consent to use your information for this purpose when You make a complaint to Anglotown. This is our legal basis for processing Your information. We will use this information to investigate and process Your complaint in accordance with our Complaints Policy.

We may also process information about Your complaint for reporting or statistical purposes but, we will also ensure all personal information is removed and the data is anonymised.

WHO WILL HAVE ACCESS TO YOUR PERSONAL INFORMATION?

Anglotown clients

As a client, Your personal information will be processed by Anglotown for the purposes of assessing Your suitability to become a Anglotown client. We may also share it with other bodies and public authorities such as, Trading Standards, Police, HMCTS, HMRC, government authorised redress schemes, government authorised deposit schemes or Experian for credit referencing purposes. Subject to certain legal exemptions, we will not share Your information with any additional third parties, unless You have given Your express consent.

To comply with official investigations against You, we may share Your information with the bodies and public authorities listed under the section above.

HOW LONG DO WE KEEP YOUR PERSONAL INFORMATION FOR?

If Your application to become a Anglotown client or tenant is unsuccessful, we will keep Your Application Form for three months, following which it will be securely destroyed. We retain Your data for this period of time in the event that we need to follow up any aspect of your application.

Anglotown members

If You are an Anglotown client or tenant, we will keep Your personal information whilst You remain so for six years after Our relationship ceases. We retain Your data for this period of time in the event that we need to follow up on any complaint received or Client Money Protection claim that relates to Your period of involvement.

Complainants

If You make a complaint to us about one of our staff, we will keep Your personal information whilst Your complaint is being processed and for six years after Your case is closed. We retain

Your data in order that we are able to follow up on any aspect of the complaint that becomes necessary.

COOKIES AND TRACKING

Cookies are small text files stored on Your computer when You visit certain webSites. The information we get from cookies helps us enhance Your experience on our Site and to give You best level of service.

You can set Your browser not to accept cookies and You can remove cookies from Your browser. However, this might result in some of our Site functionality not performing at optimal levels. For independent information about cookies You can go to www.allaboutcookies.org.

INTERNATIONAL TRANSFERS

We will not transfer Your personal information outside the EU or European Economic Area (EEA). When the UK is no longer part of the EU, we will continue to ensure that appropriate technical and organisational measures are implemented to safeguard personal information.

SECURITY OF YOUR PERSONAL INFORMATION

In accordance with the requirements of the GDPR and all applicable laws, we take appropriate technical and organisational measures to safeguard Your personal information.

OTHER WEBSITES

This Privacy Policy applies only to Your use of the specified Site. Our Site may contain links to other webSites. Please note that we have no control over how Your data is collected, stored, or used by other webSites and we advise You to check the relevant privacy policies of any other webSite.

YOUR RIGHTS

You have the right to request a copy of any personal information we hold about You. This is known as a Subject Access Request for which there is no charge, providing the requests are not manifestly unfounded or excessive. Your request can be made either by telephone, email and/or in writing and sent to the Data Protection Officer at the address given below under 'How to contact us'. We will ask You to provide ID before processing the request. Once in receipt of this, we will process the request without undue delay and within one calendar month. If the matter is complex an extension of up to two months can be given.

You also have rights in relation to rectification, erasure, restriction, data portability, objection and automated decision making. If You would like more information or wish to exercise rights, within the context of Your relationship with Anglotown, or wish to exercise the above rights, please contact the Data Protection Officer using our contact details below.

If You would like to complain to Anglotown about the way Your personal information is processed, You have the right to do so. Please contact the Data Protection Officer using our contact details below. If You remain dissatisfied after pursuing the above remedy, You may also complain to the Information Commissioner's Office. They can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

www.ico.org.uk

How to contact us

If You require further assistance, would like to make a complaint or wish to access Your personal information please contact us;

Data Protection Officer (DPO)
Anglotown
370 Ashley Road
Parkstone
Poole BH14 9DQ
Phone 01202 740008

Email: info@Anglotown.co.uk

Changes to this policy

We adopt a culture of continuous improvement and review our policies regularly. If we make any significant changes in the way we process Your personal information we will make this clear on our Site or by contacting You directly.