



CHARTERED SURVEYORS

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A.JESTYN COKE

Chartered Surveyors

PRIVACY POLICY

Privacy Policy

At A Jestyn Coke Chartered Surveyors we are committed to ensuring that your privacy is protected. This privacy notice, together with our Terms and Conditions and any other notice referred to in it, explains how we collect and use your personal data when you visit our website or use our services.

Our website is not intended for children and we do not knowingly collect personal data from children.

This privacy notice was last amended in February 2019 and supersedes any earlier version.

1. PERSONAL DATA WE COLLECT

As a business we collect, use, store and transfer different types of personal data depending on who you are.

You may be purchasing, renting, selling or letting a property, you may have requested a survey of a property or be planning a development. We collect and use your personal data to provide you with our services. The personal data we collect, and use may include:

- Identity Data (name, marital status, title, date of birth, gender, username and password, purchases made by you, your interests and preferences, feedback and survey responses)
- Contact Data (billing address, delivery address, email address and telephone numbers)
- Financial Data (bank account and payment details)
- Transaction Data (details about payments to and from you and other services you have purchased through us)
- Technical Data (internet protocol address, login information, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform, identification number, online identified, location data and other similar identifying information required for the client's device(s) to communicate with websites and applications on the internet)
- Usage Data (how you use our website products and services, the full uniform resource locator's clickstream to, through and from our site (including date and time), download errors, lengths of visit to certain pages, page interaction information, methods to browse away from the page and any phone numbers you use to call us)
- Marketing and Communications Data (your marketing preferences from us and our third parties and your communication preferences)
- Call recordings (recordings of your conversations with us)

We also may collect and use Aggregated Data. For example, when you visit our website, we may aggregate data about your usage to tell us about how certain features on our website are used. This is not usually classified as personal data as whilst it derives from personal data (in the example, it is derived from your Usage Data) it does not reveal your identity to us. If we do link this Aggregated Data to your personal

information, it will be treated as personal data in line with this policy.

2. HOW WE COLLECT PERSONAL DATA

We use different methods to collect data from and about you including through:

Direct interactions

You may give us your Identity, Contact and Financial Data by filling in forms or by corresponding with us by post, phone, email or otherwise. This includes personal data you provide when you:

- apply for our services;
- subscribe to our service or publications;
- request marketing to be sent to you;
- contact us through social media;
- walk-in to our office or telephone us;
- give us some feedback; or
- speak with us on the telephone and we record the call

Third parties or publicly available sources

We may receive personal data about you from various third parties and public sources, for example:

- Contact, Financial and Transaction Data from providers of payment services such as Mastercard based inside the EU.
- Identity and Contact Data from data brokers or aggregators such as On The Market, Rightmove, Zoopla, Focus Micro Systems, Rent4Sure, Local Surveyors Direct (based inside the EU)
- Identity and Contact Data from publicly available sources such as Companies House, HM Land Registry, CoStar and the Electoral Register based inside the EU.

3. HOW WE USE YOUR PERSONAL DATA

We use your personal data for the purposes shown in the table below. We will only use your personal data for the purposes for which we collected it. If we need to process your personal data for a different purpose that is not compatible with the original purpose we will let you know.

We may process your personal data for a different purpose without your consent where it is necessary for us to comply with our legal obligations.

Purpose/Activity	Type of data	Lawful basis for processing including basis of legitimate interest
To contact you	Identity Contact Financial Transaction Marketing and Communications	Performance of a contract with you Necessary for our legitimate interests (for running our business, to recover debts due to us, to keep our records updated and to study how clients use our products/services)
To carry out our obligations arising from any contracts entered into between you and us and to provide with you the information, products and services you request from us	Identity Contact Financial Transaction Marketing and Communications	Performance of a contract with you Necessary for our legitimate interests (for running our business and to recover debts due to us)
To provide you with information about other services that we offer which we feel may interest	Identity Contact	Necessary for our legitimate interests (to develop our products/services and grow our business)

you	Technica Usage	
<p>To permit selected third parties:</p> <ul style="list-style-type: none"> • to provide you with information about services which we feel may interest you • to assist us in the improvement and optimisation of advertising, marketing material and content, our services and the website 	<p>Identity Contact Technical Usage</p>	<p>Consent (in relation to SMS and email marketing communications) Necessary for our legitimate interests (to develop our service offering)</p>
<p>To assist us in the improvement and optimisation of advertising, marketing material and content, our services and the website</p>	<p>Identity Contact Financial Transaction Marketing and Communications Call Recordings</p>	<p>Necessary for our legitimate interests (to develop our products/services and grow our business and provision of administration and IT services, for training and monitoring of our client service standards and to help resolve disputes)</p>
<p>To notify you about changes to our service</p>	<p>Identity Contact</p>	<p>Performance of a contract with you Necessary to comply with our legal obligations Necessary for our legitimate interests (to keep our records updated)</p>
<p>To ensure that content from our website is presented in the most effective manner for you and your computer</p>	<p>Identity Contact Financial Transaction</p>	<p>Necessary for our legitimate interests (to develop our products/services and grow our business and provision of administration and IT services)</p>
<p>To verify your identity</p>	<p>Identity Contact Financial Transaction</p>	<p>Necessary to comply with our legal obligations Necessary for our legitimate interests (for running our business and to prevent fraud and money laundering)</p>
<p>As part of our efforts to keep our site safe and secure and to prevent or detect fraud</p>	<p>Identity Contact Financial Transaction</p>	<p>Necessary to comply with our legal obligations Necessary for our legitimate interests (for running our business, provision of administration and IT services, network security, to prevent fraud and in the context of a business reorganisation or group restructuring exercise)</p>
<p>To provide client support</p>	<p>Identity Contact</p>	<p>Performance of a contract with you</p>
<p>To facilitate and to enable you to partake in a property viewing, open house event or visits to property marketing suites</p>	<p>Identity Contact</p>	<p>Performance of a contract with you Necessary for our legitimate interests (for running our business and to develop and grow our business)</p>

To comply with the requirements imposed by law or any court order	Identity	Necessary to comply with our legal obligations
	Contact	
	Technical	
	Usage	
Where you have viewed through us, we may disclose your name to a landlord or vendor where we have been dis-instructed, in order to avoid a potential commission dispute	Your name	Necessary for our legitimate interests (to protect our entitlement to a commission and to avoid commission disputes wherever possible)
We may disclose tenant references and any forwarding address to a landlord	IdentityContact	Necessary for our legitimate interests (to help protect our landlord clients' legal rights)

Marketing

You have the right to withdraw your consent for us to use your personal data for marketing purposes at any time. You also have the right to withdraw consent for us to pass your information to third parties for marketing purposes. If you do withdraw your consent, this will result in us ceasing to market goods and services to you.

You can ask us to stop sending you marketing messages at any time by:

following the opt-out links on any marketing message sent to you; or
contacting us at any time by emailing by calling 01258 454029.

Where you withdraw your consent to receiving marketing messages, we will still process your personal data in order to fulfil our contract with you and in accordance with our legal, accountancy and regulatory obligations.

If you no longer wish to be contacted by third parties for marketing purposes, please follow the instructions in their marketing communications, or consult their privacy policies about how to unsubscribe.

Third-party marketing

We will get your express opt-in consent before we share your personal data with any business outside the A Jestyn Coke Chartered Surveyors for marketing purposes.

Cookies

The A Jestyn Coke Chartered Surveyors website and applications may automatically collect data about how you use our services in order to help us improve future functionality of our website and to assist with advertising and targeting. We use Google Analytics, which is a web analysis service provided by Google.

A Jestyn Coke Chartered Surveyors collects information related to your use of our website using cookies and log information. Cookies are small files containing strings of text stored on your computer. We use these to authenticate you as a user when you log in, track your session, deliver content specific to your preferences and interests, and provide other functions.

Log information may include web requests, Internet Protocol address, operating system, browser type, browser language, date and time of your request, and cookies that may uniquely identify your browser. We use this information to enhance the functionality of the website and to make your access more convenient, secure, and efficient.

The cookies on the A Jestyn Coke Chartered Surveyors website do not track, collect or upload data such as your name, email address or billing information, but may collect data about your equipment and browsing activities. We may collect and report on the adoption and usage of specific features, crashes and exceptions and other useful, anonymous metrics.

Certain devices can detect your approximate location, via latitude and longitude. The accuracy of this data is not in the control of A Jestyn Coke

Chartered Surveyors. If this feature is requested, A Jestyn Coke Chartered Surveyors will prompt you to provide your permission to access your location data for the purposes of providing you with results or directions based on your current location. You can disable location settings within your browser or app.

To read more about our use of cookies on the A Jestyn Coke Chartered Surveyors' website, please consult our **cookie policy**.

4. DISCLOSURES OF YOUR PERSONAL DATA

We may have to share your personal data with the parties set out below for the purposes set out in the "How we use your Personal Data" table above. We have agreements in place with our third parties that restrict their use of your personal data. We only allow third parties to use your personal data for specified purposes and in accordance with our instructions

Category	Explanation
External Third Parties	Service providers acting as processors based in the United Kingdom who provide IT and system administration services, anti-money laundering service providers, tenancy deposit administrators (such as the Deposit Protection Scheme) and services to enable us to perform our contract with you.
	Property developers acting as Processors or independent controllers based in the UK who process your personal data in order to arrange and facilitate your visit to their marketing suite.
	Advertisers and advertising networks (including social media) that require the data to select and serve relevant adverts to you.
	Professional advisers acting as processors or joint controllers including lawyers, bankers, auditors and insurers based in the United Kingdom who provide consultancy, banking, legal, insurance and accountancy services.
	HMRC, regulators and other authorities acting as processors or joint controllers based in the United Kingdom who require reporting of processing activities in certain circumstances. We will refer your personal information to the following third parties, but only where you have consented for us to do so: <ul style="list-style-type: none">• Focus Micro Systems (third party database)• Rent4Sure (credit referencing)• Deposit Protection Services (DPS)
Other Third Parties	Sometimes there may be third parties to whom we may choose to sell, transfer, or merge parts of our business or our assets. Alternatively, we may seek to acquire other businesses or merge with them. If a change happens to our business, then the new owners may use your personal data in the same way as set out in this privacy notice.

5. DATA SECURITY

We are, through technical and organisational means, committed to ensuring the security of, and prevention of unauthorised access to, your personal data. For example, we limit who can access your personal data to those individuals and third parties who need to know it and who are subject to a duty of confidentiality. If we become aware of a data breach we will, where we are required to, notify the Information Commissioner's Office. If we believe that the data breach is serious, we may notify you as well.

6. INTERNATIONAL TRANSFERS

We will not transfer your personal data outside of the European Economic Area, except to a country offering the same level of protection for

your personal data. For example, with certain service providers we may use specific contracts approved by the European Commission which ensures that your personal data has the same protection as it would have in Europe.

7. DATA RETENTION

We will retain your personal data whilst you use our services (or whilst we provide services connected to you) and for at least seven years thereafter, for legal, regulatory and accounting purposes. If we need to retain your personal data for longer, we will take into consideration the potential risks in continuing to store your data against why we might need to keep it. In some circumstances we might anonymise your personal data so it is not associated with you, and we may then use this information indefinitely.

8. YOUR LEGAL RIGHTS

To the extent provided by law, you have the right to:

- **access a copy of the personal data that we hold and process about you. You have rights to the following information:**
 - the purpose(s) for which we are processing your information;
 - the categories of personal information we hold about you
 - the recipients or categories of recipient to whom the personal data have been or will be disclosed;
 - the period for which we will store your information, or the criteria used to determine that period;
- **object to the use of your personal data (including for marketing purposes) by**
 - informing A Jestyn Coke Chartered Surveyors by telephone; or
 - by ticking the relevant boxes on the data collection forms; or
 - by emailing contact@ajcoke.co.uk

Please note that even if you declined marketing, we will still contact you to discuss the services you have asked us to provide to you or to tell you about changes to our terms and conditions:

- rectification of any inaccurate information we hold about you;
- erasure of the personal data we hold about you (in certain situations);
- ask that we do not make decisions about you using completely automated means; and/or
- ask that personal data we hold about you is, where technically feasible, transmitted to a third-party chosen by you, in a commonly used, machine-readable format.
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The rights listed above may not apply in certain circumstances. Therefore, we may not always be able to comply with your request. We will tell you if this is the case. We will usually respond to a request from you to exercise your rights within one month of receipt, but it might take longer if your request is particularly complex or if you have made a number of requests. Please be aware that we may need to process your personal data and/or request specific information from you to help us comply with your request. Generally, you do not have to pay a fee to exercise these rights, but you may have to pay a fee if your request is unfounded, repetitive or excessive. Alternatively, we may refuse to comply with your request.

9. HOW TO CONTACT US

We are registered as a Data Controller with the Information Commissioner's Office (Reference No. Z7381219), the UK supervisory authority for data protection issues. To contact us about how we handle your personal data, please contact our Data Protection Officer at contact@ajcoke.co.uk. Alternatively, write to us at Data Protection Officer, A Jestyn Coke Chartered Surveyors 35 East Street, Blandford Forum, Dorset DT11 7DU. If you have a complaint about the way in which your personal data has been processed you have the right to contact the Information Commissioner's Office but you may be required to first complete our internal complaints procedure.

Money Laundering

A Jestyn Coke Chartered Surveyors is committed to operating its business in a transparent and open manner consistent with our legal and regulatory obligations. We are aware that the property industry is a target for organised criminals seeking to launder the proceeds of criminal

activity. We always seek to prevent this activity by cooperating fully with the authorities and reporting suspicious activity to the National Crime Agency.

As part of this commitment, we adopt a strict compliance of all Anti-Money Laundering rules, with specific emphasis on the Proceeds of Crime Act 2002, the Money Laundering Regulations 2017, the Bribery Act 2010 and the Terrorism Act 2000.

A Jestyn Coke Chartered Surveyors' policy commitment is applicable to all of our clients, including vendors, buyers, landlords and tenants. As a result we obtain and hold for a period of at least seven years evidence pertaining to our clients' identity and, where appropriate, we obtain proof of ownership of property and source/destination of funds. We will be unable to proceed with any work on behalf of our clients if we are unable to obtain this information. Clients' identity will be subject to an electronic identity check, which may also include a credit check.

For a full list of acceptable identity documents, please **[click here](#)**.

We are registered and supervised by HM Revenue & Customs for compliance with the Money Laundering Regulations 2017. If you would like to speak to us about Anti-Money Laundering, please email contact@ajcoke.co.uk

Indemnity

You acknowledge that you are solely responsible for the use to which you put this website and all the results and information you obtain from it and that all warranties, conditions, undertakings, representations and terms whether expressed or implied, statutory or otherwise are hereby excluded to the fullest extent permitted by law.

Save in respect of liability for death or personal injury arising out of negligence or for fraudulent misrepresentation, we and all contributors to this website hereby disclaim to the fullest extent permitted by law all liability for any loss or damage including any consequential or indirect loss or damage incurred by you, whether arising in tort, contract or otherwise, and arising out of or in relation to or in connection with your access to or use of or inability to use this website.

Whilst we take every care to ensure that the standard of this website remains high and to maintain the continuity of it, we do not accept any ongoing obligation or responsibility to operate this website (or any particular part of it).

If any part of our terms and conditions is deemed to be unenforceable (including any provision in which we exclude our liability to you) the enforceability of any other part of these conditions will not be affected.

These terms and conditions and your use of this website are governed exclusively by English law.

This does not affect your statutory rights as a consumer.

A Jestyn Coke Chartered Surveyors is a partnership with its main office at 35 East Street, Blandford Forum, Dorset DT11 7DU.

A. JESTYN COKE

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ADDRESS

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Navigation

What We Offer

Our Offices



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A Jestyn Coke may record calls for monitoring or training purposes

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