



## PRIVACY POLICY

Welcome to the Privacy Policy of **Austin Property Services** (“we”, “us”, or “our”).

This Privacy Policy explains how Austin Property Services collects, uses, stores and protects your personal information when you visit or interact with our website at

<https://www.austinpropertyservices.co.uk>.

We are committed to protecting your privacy in accordance with the **UK General Data Protection Regulation (UK GDPR)** and the **Data Protection Act 2018**.

### Information We Collect

#### 1. Personal Information

- Name and contact details (email, phone number, postal address)
- Property details for valuations, enquiries, or sales
- Financial or mortgage-related information if provided for property transactions
- Any additional information you choose to share via forms, feedback or correspondence

#### 2. Technical Information

- IP address and browser type
- Device type and operating system
- Pages visited and interactions on our website
- Cookies and similar technologies (see our Cookie Policy)

### How We Use Your Information

Austin Property Services uses your information to:

- Respond to enquiries and provide property services you request
- Arrange valuations, viewings and sales
- Process and manage property transactions and communications
- Improve our website and customer experience
- Send marketing communications, where you have given consent
- Comply with legal and regulatory obligations

### Legal Basis for Processing

We process personal data based on:

- **Consent** – for example, when you subscribe to marketing updates
- **Contract** – to provide property services you request
- **Legal Obligation** – to meet requirements under property and financial regulations
- **Legitimate Interests** – to improve our services and maintain client relationships

### Sharing Your Information

We may share your data with:

- Solicitors, mortgage brokers, surveyors and other professionals involved in your property transaction
- Trusted third-party service providers (e.g. IT and website hosts) under strict confidentiality
- Legal or regulatory authorities when required by law

We never sell or rent your personal data to third parties.

### **Data Security**

Austin Property Services takes appropriate technical and organisational measures to keep your personal data secure against unauthorised access, alteration or loss.

### **Data Retention**

We retain personal data only as long as necessary for the purposes described in this policy or as required by law.

### **Your Rights**

Under UK data protection law, you have the right to:

- Access the personal data we hold about you
- Request corrections to inaccurate information
- Request deletion where legally possible
- Withdraw consent for marketing communications
- Object to certain types of processing
- Request a copy of your data in a portable format

To exercise these rights, please contact us using the details below.

### **Cookies**

We use cookies to enhance your browsing experience and analyse site usage. Please see our **Cookie Policy** for full details.

### **External Links**

Our website may contain links to other sites. This Privacy Policy applies only to Austin Property Services. We are not responsible for the privacy practices of external websites.

### **Changes to This Policy**

We may update this Privacy Policy from time to time. Any updates will appear on this page, and where appropriate, we will notify you directly.

### **Contact Us**

If you have any questions or requests regarding this Privacy Policy, please contact us at:

#### **Austin Property Services**

115 Dorchester Road

Weymouth, Dorset, DT4 7JY

Telephone: 01305 858470

Email: [info@austinpropertyservices.co.uk](mailto:info@austinpropertyservices.co.uk)

Website: [www.austinpropertyservices.co.uk](http://www.austinpropertyservices.co.uk)