

In compliance with UK and European data protection regulations, this privacy policy explains what personal information we collect from you when you visit our website or are a recipient of our services.

FSG Estate Agent Limited is committed to processing any personal data or information about its staff, contractors, partners, and clients in ways that comply with its legal and regulatory obligations, and to being clear about what it does with their personal information.

This notice does not form part of any contract of employment or other contract to provide services. We may update this notice at any time.

Personal Data Collected

FSG Estate Agent Limited is an estate agent who handles the buying and selling of residential properties on behalf of clients.

The data we collect to fulfil these services is almost entirely from business or corporate individuals and will be processed for business purposes as a data controller. The personal information which we use will be taken when:

- you enquire to use our services
- you contact us or use our website
- you are a recipient of our services
- you enquire, apply to join or work for the FSG Estate Agent Limited

We may collect the following types of information:

- your name, role, email address, telephone number(s) and other contact details.
- your organisation name and the address, and contact telephone numbers
- information required to provide you with a service (eg. details of any suppliers, contact names with each supplier and contract terms)
- details of our services that you have used
- your payment or financial information such as credit or debit card details and bank account details

FSG Estate Agent Limited do not collect any special category data for processing in our own right as a data controller.

Why do we collect this information?

We collect your personal information:

- to provide you with services that you may request from us under our contracted agreement
- for our legitimate interests in the relationship we have with you as a business, as a contact, or as a client or potential client
- to meet any legal and regulatory obligations

How do we collect this information?

We collect personal information:

- **directly from you:** e.g. when you apply to receive our services or enquire on our website
- **directly from clients** e.g details of existing supplier relationships and terms
- **from data brokers;** e.g data we may acquire to facilitate business promotional activity.
- **from publicly available sources:** eg. social media, internet services.

Keeping your information safe and secure.

We are committed to ensuring that your personal information is secure and protecting it from being inappropriately or accidentally accessed, used, shared or destroyed, and against it being lost.

In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online and in paper form. We only provide access to your data to staff who require access.

Sharing your data with Third parties

Access to your personal information is only allowed when required by the law or is required as part of our fulfilling our service obligations. We do not, and will never, sell or share your personal information with other third parties.

For our general data processing activities, we use the following to help us administer and monitor the services we provide:

- for the hosting of our website and email accounts
- for business accounting and tax
- for any legal guidance in the provision of our services

In our normal business activities we do not share data outside the EEA. In any circumstances where this may become necessary in the future it will be undertaken in full compliance with the legal requirements.

How long do we keep personal information?

We will only keep your personal information for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

In general terms we will retain the data

- Of our clients for the duration of the services provided and up to a maximum of 5 years after (or sooner should you require).
- For any potential business clients for up to a maximum of 5 years or deleted sooner at your request

Marketing & Market Research

FSG Estate Agent Limited undertake marketing or promotional activity for our legitimate interests including the use of social media channels such as LinkedIn.

We may make unsolicited approaches and calling to new potential contacts or business clients, using prospect information held within our records, information drawn from publicly-available sources or using compliant approved data as purchased from data brokers. These approaches are made for business processing purposes only and are made in full compliance with both Data Privacy and Privacy of Electronic Communications Regulations.

Any changes to our marketing activities will be up dated in this Policy and we will ensure that the activity we undertake will be compliant with UK and European data protection regulations.

How We use Cookies

FSG Estate Agent Limited, like most organisations has a website and like most websites we also use 'Cookies'. These are small pieces of information sent by an organisation to your computer and stored on your hard drive to allow that website to recognise you when you visit. They collect statistical data about your browsing actions and patterns and do not identify you as an individual. We do this in order to make a user's experience more efficient and to provide us with the basic visitor statistics for analysis.

For more details on our use of cookies please refer to our Cookie Policy.

Please note, that you can delete any cookies that are already stored on your computer. Please refer to the instructions for your browser or file management software on how to do so.

For more information about cookies, including how to block or delete them, visit [AboutCookies.org](https://www.aboutcookies.org)

Links to other websites

Our website may contain links to other websites run by other organisations. This privacy policy applies only to our website, so we encourage you to read the privacy statements on the other websites you visit. We cannot be responsible for the privacy policies and practices of other sites even if you access them using links from our website.

In addition, if you linked to our website from a third-party site, we cannot be responsible for the privacy policies and practices of the owners and operators of that third-party site and recommend that you check the policy of that third-party site.

Controlling your personal information (Your Rights)

We are committed to keeping your information up to date as far as is reasonably possible. However, if you believe that we have made an error, then please contact us as we have outlined below and we will use reasonable endeavours to correct.

It is important that the personal information we hold about you is accurate and current. If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible. We will promptly correct any information found to be incorrect.

Under certain circumstances, you have rights under UK Data Protection Act 2018 (DPA) and the EU General Data Protection Regulation 2016/679 (GDPR) in relation to your personal information. You may have the right to:

- access information held about you. Your right of access can be exercised in accordance with data protection law;
- object to us processing (such as marketing activity), or ask us to restrict our processing of your personal information for any of the purposes listed in this policy, at any time.
- ask us to update and correct any out-of-date or incorrect personal information that we hold about you free of charge.
- ask us to erase or delete your personal information (in certain circumstances). We will do our best to respond to such requests, but these are subject to certain limitations such as legal requirements
- Request a transfer of your personal information (in certain circumstances).

If you wish to exercise any of the above rights OR to review, verify, correct or question anything detailed in this policy OR are unhappy with any aspect of how we use your data please contact us at info@fsgestateagent.com or by writing to

FSG Estate Agent Limited, Data Protection Lead, 29 Thames Eyot, Cross Deep, Twickenham, Middlesex, United Kingdom, TW1 4QL

You also have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues (www.ico.org.uk). We would, however, appreciate the chance to deal with your concerns before you approach the ICO, so please contact us in the first instance.

We are a registered Data controller with the Information Commissioner's Office our ICO registration number is: ZB985013