

Privacy Policy

Andrew McLean Estate Agents understand that your personal information and privacy is important to you and we have established privacy policies and practices. This notice explains how your data will be used and shared by Andrew McLean. We understand that you care about how your information is used and shared by Andrew McLean Estate Agents.

Personal information is classed as information, or any combination of separate pieces of information, that could be used to identify you. We respect the privacy of everyone who visits our website or otherwise provides personal information to Andrew McLean Estate Agents and in doing so you agree to the collection, use and sharing of your information in accordance with this policy.

Andrew McLean Estate Agents only uses personal information so as to provide services that match your requirements and to provide the best use of our website.

You should please read this privacy policy carefully to ensure that you understand it. By visiting www.andrew-mclean.com you are deemed to accept our privacy policy and practices. If you do not accept and agree with our privacy policy then you should not continue using our site. You should contact us if you have any questions at info@andrew-mclean.com or by telephoning our office on 0191 4276767.

Information Andrew McLean collects

The information which we collect about you may come from a variety of sources or be collected automatically by our website. Some data will only be collected if you provide it to us voluntarily, information we collect when you visit our website, view our online content or other services and information we collect from you from other sources.

Personal information is collected if you register with us for property details, in person, or when contacting us via phone, text or email. Additional personal identification information such as passports or driving licences and contact information may also be collected in order to offer you different services from Andrew McLean. This information will be used to respond to your requests, facilitate your use of our website, market our products and services and assist you with future use of our services.

The following provides the types of information we may collect directly from you:

Name

Current/previous/future addresses

Telephone number

Email address

Date of birth

Employment status

Financial information

Bank account details

Identity documents which may include passport, driving licence, utility bills

Demographic information

Information collected by visiting our website, social media or other services

Cookies and other technologies are used to collect information when you visit our website, social media or other services. The following information may be collected by these technologies.

IP address

Web pages you view

Links you click

Emails opened from Andrew McLean Estate Agents

How Andrew McLean uses information

The personal information we collect from you when you first contact us will be used for identification and authentication purposes in addition to complying with regulations so that we can provide you with our relevant products and services. We use this personal information where necessary for the following purposes.

Providing products or services - we only use your personal information to comply with our legitimate interest in maintaining our products and services for our customers.

Processing your transaction – we are required to use relevant personal information as indicated above which may include your name, address, telephone number, email address and financial details so as to enable us to proceed with a transaction with you which may include buying, selling, surveying, renting or letting a property through us. This may necessitate information being passed on to third parties which can include solicitors, surveyors, financial advisers, contractors, utility companies and the like.

Fraud prevention – we are required to use your personal information to assess your credit status in relation to the purchase or renting of property and to prevent fraud. In this connection, we may need to share your personal information with financial advisers, our referencing provider and solicitors. We are required to do this to ensure that we are not a party to any fraud and to protect our legal rights.

To assist our client – when you contact us we use personal information to include your phone number, residential address, email address as well as a history of past contact in order to process your request and provide you with our best service. We will process your personal information the same way to comply with any legal obligations or for the performance of a contract or service. Where it is not necessary to process your personal data for such reasons we will process it as required for our legitimate interests in providing our services.

Sales/marketing – when you register with us as an applicant or enter into a transaction with us by way of our website we will use your personal information as part of your history record. This is necessary for the purposes of our legitimate interests to ensure that we have accurate information about you. We will only process information in order to provide our services and will do so in accordance with our legal obligations.

Information sharing

We do not sell your personal information to any marketing companies. We do not share personal information unless you consent to such sharing or as described within this statement. We do, however, comply with any legal obligations to provide information as contained in statute.

Marketing/Business Partners

We from time to time may in the future collect personal and other information for a co-promotion or joint program with a business partner and share your information with that business partner. If such process is commenced then at the point of collection we will ask for your consent as required by applicable laws.

Third-party service providers

We engage third-party service providers to perform a variety of business operations on our behalf. In so doing, we may share your personal information with them. We provide our service providers with only the personal information they need in order to perform the services we request, and we contractually require that they protect this information appropriately and not use it for any other purpose.

For example, we may rely on a 3rd party service provider to:

- Fulfil your service requests and answer your questions.
- Host our sites and deliver our email or other communications.
- Obtain references ie Referencing Agencies, other Estate Agents and Landlords
- Deal with transactions and issues ie Solicitors/Conveyancers/ other Estate Agents/Contractors and Property Maintenance services.
- Provide Financial Services products and to assess your ability to complete a proposed transaction.
- Use our data, sometimes combined with data from other sources, to send you communications.
- Conduct research and analyse data to improve our products, services and sites.
- Perform other services that we request.

Our software and system providers include but are not limited to MRI software, Thesaurus, Key Data, and Moneysoft.

Other situations

We may transfer or otherwise process your personal information:

- In the event of the sale or rebranding of Andrew McLean to another company.
- Where we have received your written instruction to pass the sale of your property to another agent.
- To protect, defend or exercise the rights and property of Andrew McLean (including enforcing our Terms and Conditions).
- When required by law and/or government authorities.

Personal Information Retention Period

We will retain Personal Information for the period necessary to fulfil the purposes outlined in this Privacy Statement, unless a longer retention period is required or permitted by law.

Aggregated and non-personal information.

We share aggregated and/or anonymous information that does not identify you for Andrew McLean business purposes. For example, we may disclose the number of visitors to Andrew McLean sites or services. We may also share aggregated and/or anonymous information with our business partners for their own business purposes.

Your communication options

We give you choices about how we communicate with you.

Email Communications

You can stop receiving promotional email messages from Andrew McLean by following the opt-out instructions provided in any such message you receive.

Post/mail

You can stop receiving any post/mail from Andrew McLean by following the opt-out instructions that may be included within those communications.

You can also stop receiving promotional email or postal communication through this Privacy Statement.

Telephone Marketing

We only send you promotional mobile text messages if you explicitly ask to receive these (you opt in). You can stop receiving promotional text messages by following the instructions to opt out provided within that text messaging program.

PLEASE NOTE: We will honour your request to stop receiving promotional email, phone, text and postal messages from Andrew McLean as far as is practicable. However, we may continue to send you service-related communications. We may keep information for record keeping to ensure that we fulfil your request not to send particular types of messages.

You and your information

To the extent provided for by applicable law, you have certain rights in respect of the management of the personal data we hold about you.

We take steps to keep your personal information accurate. Andrew McLean web site/portal programs provide access to view or update personal information you provided when you registered online. Check where you registered to learn if you can view or update your information there.

Data Deletion

You can opt out at any time from our systems and it will mean any data will be made anonymous.

If you wish us to erase your data which is unconnected with our online systems, please contact us as described below and we will deal with your request as necessary under applicable law.

Other rights

To the extent provided by applicable law, you have the right to request rectification of your personal data; to obtain restriction of the processing of personal data; to object to the processing of personal data

(including direct marketing) and to data portability. To exercise any of these rights, please contact us as described below. You should be aware that we will need to see proof of identity before processing any such request (known as a 'subject access request'). If requested, Andrew McLean will use reasonable efforts to supply, correct or delete information held about you.

Consent

Where you have provided consent for our processing of your personal data, you may withdraw that consent at any time by contacting us as described below. We will cease processing your personal data as soon as reasonably practicable following our receipt of your withdrawal.

Complaints

If you consider that we have processed personal data in violation of applicable law, please contact us as described below. If you consider that we have processed personal data in violation of applicable law and failed to remedy such violation to your reasonable satisfaction, you may also lodge a complaint with a supervisory authority (e.g. the Information Commissioner in the UK).

Cookies and Other Technologies

Andrew McLean and our third-party service providers use a variety of technologies to assess how our sites are used, including online content, tailored to your interests. Some technologies we may use include the following:

Cookies

A cookie is a small file placed on your device when you visit a site that can be understood by the site that issued the cookie. We use the information collected by cookies to remember who you are to log you in and your preferences, to provide you advertisements, offers or other content tailored to your interests and to assess how our sites are used. You can accept or decline cookies through your browser settings. To learn more, please look at the cookie settings available in your specific web browser(s). Please note, however, that without cookies you may not be able to use all of the features of our Sites or other websites and online services.

Other Technologies

In conjunction with gathering information through cookies, web beacons and Javascript, our web servers may log information such as your device type, operating system type, browser type, domain, and other system settings, as well as the language your system uses and the country and time zone where your device is located. We also may record information such as the address of the web page that referred you to our Sites and the IP address of the device you use to connect to our Sites. We may log information about your interaction with the Sites, such as which pages you visit. To control which web servers collect information by automated means, we may place tags on our web pages called "web beacons," which are small files that link web pages to particular web servers and their cookies. We also may send instructions to your device using JavaScript or other computer languages to gather the sorts of information described above and other details about your interactions with our Sites.

The providers of third-party plug-ins and widgets on our Sites, such as embedded videos and social media sharing tools, may use automated means to collect information regarding your use of the Sites and your interactions with the plug-ins and widgets. We may also receive information you have made available to those third party services, including the geographic location of your mobile device and other information about you (such as name, email address, gender, locale, time zone, languages, social media profile URL, personal website URL, biographical information, birthday, photo, list of devices, education

history, work history, hometown, interests, current city, political views, favourite athlete and teams, relationship status and information, religion, name of significant other, and certain security settings information) and your contacts on those services. This information is subject to the privacy policies or notices of the third party providers of the plug-ins and widgets.

Internet-Based Marketing

You may receive interest-based marketing, offers or other content as you interact with websites or mobile applications. Interest-based Marketing is online Marketing from Andrew McLean and/or from our carefully selected business partners that is tailored to your interests and sent to your device using a cookie or other identifier assigned to your device. These cookies or other identifiers are placed in general interest categories that we infer from information such as:

- The web pages you view and links you click on Andrew McLean websites and other websites you visit.
- Mobile applications you use.
- The Andrew McLean emails you view and links you click in the email.
- Demographic data.
- Offline and online purchase data.

We have designed our interest-based marketing systems to deliver such ads to you based only on data that does not personally identify you.

We respect your privacy.

You can limit your receipt of interest-based marketing on Andrew McLean websites by different means.

Links to Third Party Sites and Social Media

Andrew McLean sites may include links to third-party sites. Andrew McLean does not control these third-party sites, and we encourage you to read the privacy statement of every site you visit.

Social Networks and Third-Party Plug-ins

Our websites may include plugins from social networks or other third parties. An example of a plugin is the Facebook “Like” button. Where legally permitted, these plugins may communicate with and send information to the party that provided the plugin, even if you do not click on the plugin. This information may include your IP address, information about your browser and device, and the address of the web page you are visiting on our site. Loading, using or clicking the plugins may also place, read and transmit cookies. These cookies may contain a unique identifier the social network or third party assigns to you. The loading, functionality and your use of the plugins are governed by the privacy statement and terms of the party that provided the plugin.

Social Network and Third-Party Login

Our websites may allow you to log in using a social network or other third-party account. An example of a third-party login is “Log in with Facebook.” Logging into one of our sites with your social network or other third-party account may allow us to gather information that you give us permission to access from that social network or third party. The login feature may also transfer information to the social network or third party, such as your username and password, to authenticate you. The social network or third party may also automatically collect information such as your IP address, information about your browser and device, and the address of the web page you are visiting on our site. The login feature may also place and read cookies from that third party that may contain a unique identifier the social network or other third

party assigns to you. The functionality of and your use of the login is governed by the privacy statement and terms of the party that provided the login functionality.

User Generated Content

Please remember that any information you submit or post as user-generated content to Social Media sites becomes public information. You should exercise caution when deciding to disclose your personal, financial or other information in such submissions or posts. Andrew McLean cannot prevent others from using such information in a manner that may violate this Privacy Statement, the law, or your personal privacy and safety. Andrew McLean is not responsible for the results of such postings.

Information Security

Andrew McLean is committed to keeping personal information secure. We have implemented technical, administrative and physical procedures designed to protect personal information from loss, misuse or alteration.

We limit access to personal information to those who have a business need. We keep personal information only for so long as deemed reasonably necessary.

Data Transfers

We may transfer the personal information we collect about you to recipients in countries other than the country in which the information originally was collected. Those countries may not have the same data protection laws as the country in which you initially provided the information. When we transfer your information to recipients in other countries: (i) we will perform those transfers in accordance with the requirements of applicable law; and (ii) we will protect the transferred personal information in accordance with this Privacy Statement.

Children's privacy

Our Sites are not directed to children under the age of thirteen and we do not knowingly collect personal information from children under the age of thirteen on our Sites.

Links to other websites and apps

Our Sites may provide links to other websites and apps for your convenience and information. These websites and apps may operate independently from us. Linked sites and apps may have their own privacy notices or policies, which we strongly suggest you review. To the extent any linked websites or apps are not owned or controlled by us, we are not responsible for their content, any use of the websites or apps, or the privacy practices of the websites or apps.

Updates to our Privacy Statement

We will post changes to this Privacy Statement and indicate the effective date when this Privacy Statement is updated.

Contact

Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to info@andrew-mclean.com

Alternatively, you can write to:

Andrew McLean, 6 Burrow Street, South Shields, Tyne & Wear, NE33 1PP.