

Privacy Policy

Selbys Estate Agents ("we," "us," or "our") are committed to protecting and respecting your privacy. This Privacy Policy explains how we collect, use, and protect your personal information when you interact with us, visit our website, or use our services. Please read this policy carefully to understand our practices regarding your personal data.

1. Information We Collect

We may collect and process the following data about you:

- Personal Identification Information:** Name, address, email address, phone number, and other contact details.
- Property Information:** Details about properties you own, rent, or are interested in.
- Financial Information:** Bank account details for processing rent or payments, where applicable.
- Technical Information:** IP address, browser type, and other details collected through cookies when you use our website.
- Communication Data:** Records of communication, including emails, phone calls, and messages.

2. How We Use Your Information

We use your information to:

- Provide Services:** Facilitate property viewings, manage tenancy agreements, and offer property management services.
- Process Transactions:** Handle payments, rental deposits, and other financial interactions.
- Communicate with You:** Respond to inquiries, provide updates, and send important information related to our services.
- Improve Our Services:** Analyze usage data to improve our website, services, and customer experience.
- Legal Compliance:** Comply with legal obligations and respond to requests from regulatory authorities.

3. How We Store and Secure Your Data

We take appropriate measures to ensure that your personal information is secure. This includes:

- Data Encryption:** We use encryption technology to protect your data during transmission and storage.
- Access Control:** Only authorized personnel have access to your personal data.
- Data Retention:** We retain your personal data only as long as necessary to fulfill the purposes for which it was collected or to comply with legal obligations.

4. Sharing Your Information

We may share your information with:

- Service Providers:** Third-party service providers that assist us in operating our business, such as IT support, payment processing, and marketing services.
- Legal Authorities:** Where required by law, we may disclose your information to government or law enforcement agencies.
- New Business Owners:** In the event of a merger, acquisition, or sale of our business, your data may be transferred to the new owners.

We do not sell, trade, or otherwise transfer your personal information to outside parties for marketing purposes without your consent.

5. Your Data Protection Rights

You have the right to:

- Access:** Request a copy of the personal data we hold about you.
- Rectification:** Request correction of inaccurate or incomplete information.
- Erasure:** Request deletion of your personal data when it is no longer necessary for the purposes for which it was collected.
- Object:** Object to the processing of your data where we rely on legitimate interests.
- Data Portability:** Request transfer of your data to another service provider.

If you wish to exercise any of these rights, please contact us using the information provided below.

6. Cookies

Our website uses cookies to improve user experience, analyze site traffic, and tailor content. You can control cookie settings through your browser. For more information, please see our **Cookie Policy** [if applicable].

7. Changes to Our Privacy Policy

We may update this Privacy Policy from time to time. Any changes will be posted on this page, and, where appropriate, notified to you by email. Please review this policy regularly to stay informed about how we protect your personal information.

8. Contact Us

If you have any questions about this Privacy Policy or wish to exercise your rights, please contact us at:

Selbys Estate Agents

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