

PILGRIM BOND PRIVACY POLICY

Pilgrim Bond is committed to protecting your personal information and being transparent about what data we hold. The purpose of this privacy policy is to give you a clear explanation about how Pilgrim Bond use this personal information and to give you the control over how it can be used.

It is important for you to read this policy in full to understand what information we hold about you, how we may use it and how you can access, update and delete your personal information.

If you don't have time to read the whole policy now, here are the main reasons we collect different types of information about our users:

- To provide you with a more personalised experience, such as making property suggestions that are relevant to your search criteria
- To send you details about our services, where you have signed up to receive such marketing communications

What is Pilgrim Bond's Privacy Policy?

Registering your details with us allows us to send property details of properties we believe will be of interest to you and gives you access to a growing number of benefits, such as being able to save and compare properties that are of interest. Asking for your name means we know how to talk to you. Knowing your address and property status allows us to help you with your property needs and your contact details enables us to contact you regarding our services.

In collecting and using your personal information, we will be clear about what we are doing and make sure that you understand the way in which we are using it. Also, we won't sell your information to anyone.

If requested, we will delete your personal information securely and swiftly.

We will have in place appropriate security measures to protect your information from unauthorised access and will only work with third parties necessary to the completion of any services you have either requested to or agreed to.

There are various laws and regulations which apply to data protection and data privacy including the General Data Protection Regulation 2018 and the Privacy and Electronic Communications (EC Directive) Regulations 2003 and 2011 (as may be updated or amended from time to time).

Before you disclose to us the personal information of another person, you must obtain that person's consent to both the disclosure and the processing of that personal information in accordance with the terms of this privacy policy.

DISCLOSURE AND SHARING OF YOUR INFORMATION

- We won't sell your data to any third party.
- Other than is required by law or as set out in this Privacy Policy, we will not disclose, rent or sell the Personal Information to any third party that is not required to fulfil the services requested, without your permission.
- Employees, contractors and agents of Pilgrim Bond may be given access to any personal information collected by Pilgrim Bond but their use shall be limited to performance of their duties. We take reasonable precautions to prevent the loss, misuse or alteration of your Personal Information. Those who have access to your personal information are required to keep that information confidential and are not permitted to use it for any purposed other than that to the services and products provided by Pilgrim Bond.
- Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.
- Unfortunately, the sending of information via the internet is not completely secure. Although we will do our utmost to protect your information, we cannot guarantee the security of your data sent to our Digital Channels; any sending of information is therefore at your own risk.

We will keep your information only for as long as it is relevant and useful for the purpose for which it was originally collected. We will remove the personal information when requested by you.

If we have not communicated with you for a year we may try and contact you to check whether it is still in use and/or we may delete it.

If you would like to know what personal information we hold about you, you may make a request to Pilgrim Bond for copies of this information. You should be aware that we will need to see proof of identity before processing any such request and will use reasonable efforts to supply, correct or delete information about you on file.

Our privacy policy may change, update or be altered from time to time. Any changes we may make to our privacy policy in the future will be posted on this page.

How do I contact Pilgrim Bond

If you have any questions about our privacy policy or wish to know what personal information we hold, please contact us at lambourn@pilgrimbond.co.uk or send an enquiry to Pilgrim Bond, 5 Market Place, Lambourn, Hungerford, Berkshire RG17 8XU