

Privacy Policy

At County Estates (Scotland) Ltd we understand that the privacy and security of your personal information is important to us. We promise that we will take appropriate measures and commit to protecting your personal data.

It relates to personal data you directly share with us and data shared by others on your behalf, if a third party has shared your personal information with us we trust that they have informed you about the use of your data.

For the purpose of Data Protection Legislation and this notice, we are the data controller. This means that we are responsible for deciding how we hold and use personal data about you.

Personal data is defined as any information relating to an identified or identifiable living person i.e. data subject.

We maintain a strict policy that means we will not share your personal information with a third party without your consent. By using our website and services you consent to the use and collection of information by County Estates (Scotland) Ltd.

At County Estates (Scotland) Ltd we will always be transparent about how and why we collect and process your personal data and are responsible for ensuring that this notice is drawn to your attention prior to any personal data being processed.

If, at any time, we make changes to our Privacy Policy we will ensure you are always made aware of what information we collect, how we process it and under what conditions we disclose it.

- **Who is collecting the data?**

County Estates (Scotland) Limited
Registration Number: SC196841
16-18 Mar Street
Alloa
FK10 1HR
(01259) 219800
Email: admin@county-estates.net

- **What data is being collected?**

Your personal information such as your name, contact telephone number and email address.

- **What is the legal basis for processing the data?**

To keep in contact by telephone and email for client valuations, viewings, appointments and marketing etc and make sure at all times we are compliant with relevant legislation.

- **Will the data be shared with any third parties?**

We will not share your personal information with a third party without your prior consent i.e. to a solicitor, surveyor etc.

- **How will the information be used?**

Your personal information will be used for the purposes of keeping in touch with you regularly at your consent regarding, for example: new listings, sales, viewing confirmations, mortgage appointments and regular updates.

- **How long will the data be stored for?**

Your data will be stored by ourselves for seven years. All information held on our systems is password secured.

- **What rights does the data subject have?**

The data subject has the right to change or remove communication preferences at any time. Please contact the office to do so or on any emailed communication from ourselves. Your data can be deleted at any time at your request.

- **How can the data subject raise a complaint?**

If you want to make a complaint about the communication you receive from us, you can do so by emailing: admin@county-estates.net or call the office on 01259 219800