

PRIVACY STATEMENT

This privacy statement establishes how we handle the information we learn about you when you visit our site. Protecting the privacy and personal data of our visitors is of utmost importance to us.

Links

This privacy policy only covers our website and does not extend to other websites accessed from this site. We are not responsible for the privacy policies or the content on third party websites.

Data Protection

All personal details submitted to us will be held in accordance with our responsibilities under the Data Protection Act 1998 (the Act) that applies in the UK. The principle purpose of collecting personal data from you via this website is to provide information or services specifically requested by you. When you complete our online enquiry form, we ask for your contact details and other selected information so that we can deal with your request as efficiently and effectively as possible. This information will be used to contact you regarding your mortgage and general insurance needs. Only authorized members of our staff will contact you regarding the advice you require. This information will not be passed on to anyone other than authorized members of Roach Estates & Property Management

The Act allows you to find out what information we hold about you in return for a small fee. This is known as a subject access request. Before sending you any personal data, we will ask you to provide proof of your identity. If you are not able to provide proof of your identity, we reserve the right to refuse to send you personal data. You can obtain further information about data protection laws by visiting the Information Commissioner's website at www.dataprotection.gov.uk you can search for our Data Protection Notification there, should you wish to do so.

We may on occasions wish to use personal information supplied by you when you registered with us, contacted us, requested brochures or provided personal information from other services accessed from us, to inform you of new services, products and promotions which we think maybe of interest to you. If you do not wish to receive any further information from us you may inform us of this by email or by letter.

In addition, we may pass your details to carefully selected third parties only with regard to your enquiry and the service we provide. Before we pass details onto another firm, we let you know the name of the firm and obtain your permission to send your personal information to them.

If at any time you believe we have not complied with these principles, please notify us by email to estates@roachestates.co.uk and we will investigate your concerns and take all reasonable steps to resolve the matter promptly.

Security

We intend to protect the quality and integrity of your personal information. We have security measures in place to protect your data and access to this data is under strict guidelines. We protect data against any unauthorised access to its website access details, log off/exit from site when not using it and keep passwords secret.

We have implemented technologies and security policies to protect stored personal data of our users from unauthorised access, improper use, alteration, unlawful or accidental destruction and accidental loss. Employees and processors who have access to personal data are obliged to respect the privacy of our visitors and the confidentiality of their personal data.

Please note that although we take reasonable steps to protect data, open emails are not secure and third parties may be able to intercept access or alter any information, you send by email. We are not responsible for and cannot accept any liability for any damage resulting from email messages sent to or received by us.

Notification of changes

There may be a need to amend this privacy statement and these will be highlighted on the website home page.

Summary of Terms

Browser

Used to locate and display web pages via a software application. We use *Microsoft Internet Explorer v6*

IP (Internet Protocol)

All networks connected to the internet speak IP, the technical standard that allows data to be transmitted between two devices. TCP/IP (Transmission Control Protocol/Internet Protocol) is responsible for making sure messages get from one host to another and that the messages are understood.

IP address

If you are connected to the internet you have one, for example it may look something like this 182.147.0.1.

Web Server

Delivers (serves up) web pages to your computer.

Cookies

This is a file created by the web browser on the user's PC in response to a message sent from a web server. Each time the web browser subsequently requests a page from the web server, this message is sent back. When you visit our website, we attach a 'cookie' to your browser to enable us to identify you from your IP address, track pages you have visited in this site and identify things that may be of interest to you.

If you would prefer we did not collect data by this method you can disable this function within your browser settings. Please note, however, that without cookies you may not be able to use the full functionality of our site.