

The information we receive or collect about you

In Brief

We receive and store any information you enter on our website or give us in any other way. We use your contact details to communicate with you, we may also use your information to send you news about our services.

We may contact you by post, email or telephone for these purposes.

You can obtain a copy of the information we hold, ask us to amend it or cease to use it. Please note that there may be instances where it may be necessary for us to communicate with you, in any event, for administrative or operational reasons relating to our service.

The Information you give us

The information collected will be appropriate for the purpose intended only and may include the following:

Your name
Your address
E-mail address
Telephone number/s
An overview of your requirements
Bank account sort code & account number
Evidence of Identity Document (as provided for Money Laundering Regulations 2017)

When do we receive information about you?

You may give us information about you by filling in forms on our website, completing paper forms or by corresponding with us by telephone, e-mail or otherwise. This includes information you provide when you are:

Considering selling land or property
Considering buying land or property
Contacting us/instructing us for professional services
Considering letting a property
Considering taking a tenancy of a property
Register for work/training with us
Purchase any of our goods or services
Subscribe for e-newsletters and updates
Report a problem with our website
Contact us offering/providing us with services and goods to our business

Additional information we may collect about you when you visit our website

We may collect additional information about you when you visit the Landbridge website and this may include the following:

Technical information, including the Internet protocol (IP) address used to connect your computer or mobile device to the internet

Browser type and version

Time zone setting

Browser plug-in types and versions

Operating system and platform

Information about your visit, including the full Uniform Resource Locators (URL) clickstream To, through and from our site (including date and time)

Products, properties and services you viewed or searched for

Page response times, download errors

Length of visits to certain pages

Page interaction information (such as scrolling, clicks, and mouse-overs), and methods used To browse away from the page

We may receive information about you from others on your behalf or at your request, for Example if anyone books an appointment or service on your behalf

Website Cookies

The Landbridge website use cookies to distinguish you from other users of our website. This helps us to provide you with a good experience when you browse our website and allows us to make improvements. For detailed information on the cookies we use on our websites and the purposes for which we use them, please refer to the cookie policy [here](#).

The Landbridge website is SSL certified and uses HTTPS - SSL (Secure Sockets Layer) is the standard security technology for establishing an encrypted link between a web server and a browser. This link ensures that all data passed between the web server and browsers remain private and integral.

How we use your information

We may use information held about you in the following ways:

To contact you with the information that we believe you require

To contact you by email, telephone or post using your stated preferred choice communication method in the first instance

To send promotional email about our services, special offers or other information which we think you may find interesting using email address which you have provided.

To improve our products and services

For internal record keeping to contact you for market research purposes about our services
We may use the information about your visit to our website for the following purposes:

To ensure that content of our website is presented in the most effective manner for you and for your computer or mobile device.

To administer the website and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes.

To identify and implement improvements in the operation of the website, the content included on the website and the way in which content is presented. As part of our efforts to keep the website safe and secure. To measure or understand the effectiveness and the relevance of advertising on the site.

How we share your information

We will not share your information with any third parties except for the following:

If we are under a duty to disclose or share your personal data in order to comply with any legal obligation

When we are requested by HMRC for information in accordance with legislated powers

Where we are required to do so by law or in connection with legal proceedings

To comply with Money Laundering regulations. This includes exchanging information with other organisations for the purposes of fraud protection and credit risk reduction

We may disclose personal information to our accounting, legal or other professional advisers to our insurers

To courier, postal or transport service providers

to our landlord and vendor clients where you as an applicant tenant or buyer have expressed an interest

We may disclose personal information to our agents and service providers such as contractors (when you have consented to this)

Retention of your information

We may keep and process your personal data for so long as you remain a client or until you inform us that you no longer wish to receive information from us.

Clients details must be held by us for accounting, taxation and legal reasons for 10 years.

We may also retain and process your personal data in a format that does not permit identification of you for historical and statistical purposes.

Where we store information about you

All data collected will be kept securely on computer, with our secure cloud-based contact management software providers and paper files. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

Passwords and pin numbers

Where we have given you (or where you have chosen) a password or PIN number which enables you to access certain parts of the Landbridge website, you are responsible for keeping this password or PIN number confidential. We ask you not to share passwords and PIN numbers with anyone.

Use of the internet

The transmission of information over the internet is not completely secure. We will do our best to protect your personal data, we cannot, however, guarantee the security of your data transmitted to us and consequently any transmission to us is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

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Your rights

Under GDPR, individuals have eight distinct rights which can be used to govern how their personal data is handled by organisations:

1. The right to be informed
2. The right of access
3. The right to rectification
4. The right to erasure
5. The right to restrict processing
6. The right to data portability
7. The right to object
8. Rights in relation to automated decision making and profiling

These can also be viewed on the Information Commissioner's Office (ICO) website:

<http://www.ico.org.uk>

If we retain your personal data after you cease to hold the capacity in which the personal data was obtained from you then you have the right to ask us not to process your personal data. You can exercise this right at any time by contacting us at by e-mail:

secretary@landbridge.co.uk

Access to your information

Our site may, from time to time, contain links to and from the websites of our partner networks, advertisers and affiliates. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

You are entitled to have access to the information we hold about you. Access request must be made by e-mail to us: secretary@landbridge.co.uk

We will respond within a reasonable period but not more than 14 days. This request may be subject to a fee of £45 to meet our costs in providing you with details of the information we hold about you.

Changes to our privacy policy

Any changes we may make to our privacy policy in the future will be posted on the Landbridge website. Please check back frequently to see any updates or changes to our privacy policy. Further guidance from the ICO may also affect the content of our privacy policy.

Contact Details

Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to us by e-mail: secretary@landbridge.co.uk

For the purpose of the Data Protection Act 1998 (the Act), the data controller is: William Barton, Landbridge, Rivers Court, High Street, Sproughton, Ipswich, Suffolk, IP8 3AP

We comply with the Data Protection Principles, the Data Protection Act 1998 and the new General Data Protection Regulation (GDPR) which come into effect on 25 May 2018.

How to Make a Complaint

To exercise all relevant rights, queries or complaints please in the first instance contact our Data Protection Officer William Barton by e-mail: William@landbridge.co.uk

If this does not resolve your complaint to your satisfaction, you have the right to lodge a complaint with the ICO on 03031231113 or e-mail: <http://www.ico.org.uk/global/contact-us/email/> or at the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF, England.

General Data Protection Principles

Schedule 1 to the Data Protection Act lists the data protection principles in the following terms:

1. Personal data shall be processed fairly and lawfully and, in particular, shall not be processed unless:

(a) at least one of the conditions in Schedule 2 is met, and
(b) in the case of sensitive personal data, at least one of the conditions in Schedule 3 is also met.

2. Personal data shall be obtained only for one or more specified and lawful purposes and shall not be further processed in any manner incompatible with that purpose or those purposes.

3. Personal data shall be adequate, relevant and not excessive in relation to the purpose or purposes for which they are processed.

4. Personal data shall be accurate and, where necessary, kept up to date.

5. Personal data processed for any purpose or purposes shall not be kept for longer than is necessary for that purpose or those purposes.

6. Personal data shall be processed in accordance with the rights of data subjects under this Act.

7. Appropriate technical and organisational measures shall be taken against unauthorised or unlawful processing of personal data and against accidental loss or destruction of, or damage to, personal data.

8. Personal data shall not be transferred to a country or territory outside the European Economic Area unless that country or territory ensures an adequate level of protection for the rights and freedoms of data subjects in relation to the processing of personal data.