

## Privacy Policy

### 1. Introduction

At Kingsgate Ridge Estates ("we," "our," "us"), we are committed to protecting and respecting your privacy. This Privacy Policy explains how we collect, use, and safeguard your personal information when you interact with us, in accordance with applicable data protection laws.

### 2. Information We Collect

We may collect and process the following personal data:

- **Contact Information:** Name, address, email address, and telephone numbers.
- **Identification Details:** Date of birth, passport numbers, or driver's license details.
- **Financial Information:** Bank account details, credit history, and payment information.
- **Property Details:** Information about properties you are interested in or own.
- **Usage Data:** Information about how you use our website and services.

### 3. How We Collect Your Information

We collect personal data through various methods:

- **Direct Interactions:** When you fill out forms, correspond with us by phone, email, or otherwise.
- **Automated Technologies:** As you interact with our website, we may automatically collect technical data using cookies and similar technologies.
- **Third Parties:** We may receive personal data about you from third parties, such as credit reference agencies or other background check providers.

### 4. How We Use Your Information

We use your personal data to:

- **Provide Services:** Facilitate property transactions, valuations, and related services.
- **Communicate:** Send you information about properties and services that may interest you.
- **Compliance:** Conduct necessary checks to comply with legal obligations, such as anti-money laundering regulations.

- **Improve Our Services:** Analyze usage to enhance our website and services.

## 5. Legal Basis for Processing

Our processing of your personal data is based on:

- **Performance of a Contract:** To provide the services you have requested.
- **Legal Obligations:** To comply with applicable laws and regulations.
- **Legitimate Interests:** To manage our business and improve our services.
- **Consent:** Where you have provided consent, particularly for marketing communications.

## 6. Sharing Your Information

We may share your personal data with:

- **Service Providers:** Third parties who provide services on our behalf.
- **Professional Advisors:** Such as lawyers, bankers, auditors, and insurers.
- **Regulatory Authorities:** Where required by law or regulation.

## 7. Data Security

We implement appropriate security measures to protect your personal data from unauthorized access, alteration, disclosure, or destruction.

## 8. Data Retention

We retain your personal data only as long as necessary to fulfill the purposes we collected it for, including legal, accounting, or reporting requirements.

## 9. Your Rights

You have the right to:

- **Access:** Request a copy of your personal data.
- **Rectification:** Request correction of inaccurate data.
- **Erasure:** Request deletion of your data under certain circumstances.
- **Restriction:** Request limitation of processing your data.
- **Objection:** Object to processing based on legitimate interests.
- **Data Portability:** Request transfer of your data to another party.

To exercise these rights, please contact us using the details below.

## **10. Changes to This Policy**

We may update this Privacy Policy periodically. Any changes will be posted on this page, and where appropriate, notified to you by email.

## **11. Contact Us**

For questions regarding this Privacy Policy or to exercise your rights, please contact us at:

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29 City Rd  
Winchester  
SO23 8SD  
Tel: 01962 622121