

Privacy policy

1. HomedIn Limited ('HomedIn') is an independently owned and run estate agents based in Southwater, West Sussex, of postcode RH13 9HQ. We deal in the selling of residential property in and around the local area. It is the position of HomedIn to comply fully with the laws and regulations surrounding data protection and its use and to that end we respect the privacy and rights of all those who come into contact with our business.
2. This privacy policy details the manner in which HomedIn collate, use and store the data of the people who provide it, and the measures that are in place to prevent unlawful or immoral breaches of that data privacy. Please read carefully the following passages which serve to explain the above described policy and the views and practices we enforce to ensure that your data is handled properly.
3. Information we collect from you.
Our business is in the residential selling of property, and it should follow that for any instance in which we gather and use your data there will be a legitimate reason for doing so. Generally, the purpose of the data is as follows: regular updates about properties coming to the market; arranging property viewings; negotiating sales between parties; following up on agreed sales to ensure their smooth completion. Therefore, the data we take from you is usually restricted to: Full name; email address; telephone number(s); living address; and in some cases passport copies. Our scope of interest does not reach beyond these parameters. Other such data that HomedIn store will be more subjective in nature and may include a buyer's budget; preferred moving destination; timescale to move; number of bedrooms preferred etc. Further, HomedIn's website may collect your internet protocol (IP) address, your login information, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform. We may also collect data on such items as number of times you visited our page; length of time spent on which pages and on our site; which property listings you viewed; download errors; response times; page interaction and methods used to navigate away from the page(s).
4. Methods of data capture. Predominantly, we retrieve enquiries and data via inbound telephone calls. However, HomedIn's website has the ability to send inputted data through the following pages, upon the user's request: Your Free Valuation; Contact Us; Register. In these cases, the user freely inputs their data and submits it for the purpose that is clearly described.
5. Sharing your data. HomedIn will never share your data with a third party, without your express consent. On occasion, it will be necessary for third parties to contact you, and these include but are not limited to: surveyors; mortgage advisors; conveyancers. Such parties have a necessary input into the completion of sales. Before any introduction to the parties is made, HomedIn will receive full authorization from you to proceed. By contracting to sell a property with HomedIn, users give their express content for their property to be marketed in ways that HomedIn see fit and reasonable, and for their property details to be communicated with interested prospective buyers.
6. Where we store your data. HomedIn stores its data most frequently on secured and backed up spreadsheets held on a personal computer. The computer is locked away after hours and is password protected, always. Where HomedIn keeps paper copies of data, it is securely locked in a drawer when not in use. Keys to vendors' properties are anonymously tagged and locked in a key box, whose keys only the director has access to.

7. Unfortunately, the transmission over the internet of data is not guaranteed as secure. Although HomedIn will exercise its best attempts to ensure safe transmission of data over the internet, doing so is solely the risk of the sender. As of May 2018, no personal data is stored on and made visible by (with password or otherwise) the HomedIn website.
8. Your rights. No data is shared by HomedIn without express permission to do so. It is your right, at any time, to refuse to provide certain data, have your data altered, or have it destroyed. Our contact information is found on our website, however one may call 01403 597595 or email info@homedin.co.uk to request this. Your data protection rights are as follows:
 - The right to be informed.
 - The right of access.
 - The right of rectification.
 - The right of deletion.
 - The right of restrict processing.
 - The right to data portability.
 - The right to object.
 - The right not to be subject to automated decision making including profiling.
9. Our site may contain links to third party approved suppliers' and partners' websites. These companies exercise their own privacy policy and are not the responsibility of HomedIn. HomedIn does not accept responsibility for any breach of data that is a result of these companies' failings.
10. Access to information. The Act gives you the right to access information held about you. Your right of access can be exercised in accordance with The Act.
11. Changes to our privacy policy. HomedIn will make clear on our website any changes to our policy as they happen.

Cookie Policy

1. Introduction
 - 1.1 Our website uses cookies.
 - 1.2 Insofar as those cookies are not strictly necessary for the provision of our website and services, we will ask you to consent to our use of cookies when you first visit our website.
2. About cookies
 - 2.1 A cookie is a file containing an identifier (a string of letters and numbers) that is sent by a web server to a web browser and is stored by the browser. The identifier is then sent back to the server each time the browser requests a page from the server.
 - 2.2 Cookies may be either "persistent" cookies or "session" cookies: a persistent cookie will be stored by a web browser and will remain valid until its set expiry date, unless deleted by the user before the expiry date; a session cookie, on the other hand, will expire at the end of the user session, when the web browser is closed.
 - 2.3 Cookies do not typically contain any information that personally identifies a user, but personal information that we store about you may be linked to the information stored in and obtained from cookies.

3. Cookies that we use

3.1 We use cookies for the following purposes:

- (a) status - we use cookies to help us to determine if you are logged into our website;
- (b) security - we use cookies as an element of the security measures used to protect user accounts, including preventing fraudulent use of login credentials, and to protect our website and services generally;
- (c) remarketing - we sometimes use tracking pixels to assist with our marketing and delivery of online advertising. The tracking pixels we currently use are for Facebook, Twitter and Google.
You can control your Facebook adverts by following the [Facebook guidelines here](#).
You can opt out of [Twitter remarketing here](#).
You can control your [Google remarketing preferences here](#);
- (d) analysis - we use cookies to help us to analyse the use and performance of our website and services

4. Cookies used by our service providers

- 4.1 Our service providers use cookies and those cookies may be stored on your computer when you visit our website.
- 4.2 We use Google Analytics to analyse the use of our website. Google Analytics gathers information about website use by means of cookies. The information gathered relating to our website is used to create reports about the use of our website. Google's privacy policy is available at: <https://www.google.com/policies/privacy/>.
- 4.4 We use <https://www.Tawk.to> to provide an online chat option for site visitors. This service uses cookies to ensure you can navigate from page to page whilst continuing the chat and to recognize you when you return so that chat can be continued. You can view the privacy policy of this service provider at <https://www.tawk.to/privacy-policy/>

5. Managing cookies

- 5.1 Most browsers allow you to refuse to accept cookies and to delete cookies. The methods for doing so vary from browser to browser, and from version to version. You can however obtain up-to-date information about blocking and deleting cookies via these links:
 - (a) <https://support.google.com/chrome/answer/95647?hl=en> (Chrome);
 - (b) <https://support.mozilla.org/en-US/kb/enable-and-disable-cookies-website-preferences> (Firefox);
 - (c) <http://www.opera.com/help/tutorials/security/cookies/> (Opera);
 - (d) <https://support.microsoft.com/en-gb/help/17442/windows-internet-explorer-delete-manage-cookies> (Internet Explorer);

- (e) <https://support.apple.com/kb/PH21411> (Safari); and
- (f) <https://privacy.microsoft.com/en-us/windows-10-microsoft-edge-and-privacy> (Edge).

5.2 Blocking all cookies will have a negative impact upon the usability of many websites.

5.3 If you block cookies, you will not be able to use all the features on our website.