

Privacy Policy

Stanford Grey is committed to ensuring that your privacy is protected and our use of your personal information is governed by this Privacy Policy.

This Privacy Policy sets the basis for what personal information we collect, how we use it and how you can exercise your rights with respect to your personal information.

If there are any changes to the way in which your personal information is used, we will update this Privacy Policy on our website. Our website as such, will always hold the most up to date version of our Privacy Policy, so please review this often.

About Us

For the purposes of UK data protection law, the data controller (which determines the purpose and means of “processing” your personal information) is Stanford Grey Limited.

Stanford Grey Limited is registered in England under company number 10111635, with registered address: Stanford Grey, Suite 120 The Beehive, Beehive Ring Road, Gatwick, Surrey, RH6 0PA.

We may also act as a processor in some instances, in accordance with this Privacy Policy.

Our Data Protection Officer is Jayne Roberts, who can be contacted at the email address: jayne@stanfordgrey.co.uk.

How We Collect Your Personal Information

Direct Interactions: This is the Personal Information that you disclose to us when you fill in contact forms on our website, or correspond with us via phone, post, email, or face to face. If you use our website, we may also automatically collect information about you, your computer or mobile device, your IP address and information about how you use our website.

Indirect Interactions: Personal Information you disclose to third parties such as, if you use a property portal website to contact us, we may receive information about you, including details of your property search or likely interests. We may combine this information with other information you provide to us or which we collect about you.

What Personal Information We Collect

The information we collect from you in regards to any enquiries would likely include your name, address, contact details (including email address and phone number) along with any additional information that you may choose to disclose to us in order for us to fulfil your request.

Depending on the service we provide you (or on your behalf) we may also collect additional personal information including, but not limited to:

Personal Information we may collect	Why we collect it
Financial details, Identification data, including passports & driving licences	For creditworthiness, fraud prevention, anti-money laundering checks and identity verification.

Your bank account details or payment card information	Processing payments and transactions
Details of your property, including any mortgage, insurance, licensing documentation which you have in place and photographs, floorplans of your property, an inspection report and inventory	Where you are a landlord that have instructed us to market or to let your property
The information we collect through our website includes: the Internet protocol (IP) address, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform, and location data. We also collect information about your website visit including which website pages are accessed, page response times and length of visits to pages.	To deliver site functionality and a more personalised and enhanced service

We may, during the course of your relationship with us, request additional information from you which is relevant to the provision of specific services.

How We Use Your Personal Information

We use Personal Information about you in connection with business activities in order to provide you with services.

For example, we may use your personal information to:

- Answer a query from you about the possible purchase of services
- Carry out any obligations arising from any contracts to which we are both parties, including Buying, Selling and Rental of properties and any such services of queries in relation to those contracts
- To communicate with you and update you of changes to services
- To manage property viewings, for example, obtaining or providing feedback and viewing reminders

In accordance with data protection legislation, we are only permitted to use your personal information if we have a valid lawful basis for doing so. We rely on the following legal bases to process and use your information:

Performance of a contract – this is where the collection and processing of your Personal Information is necessary for the performance of a contract to which you are a party, or for us to take steps on your instruction prior to entering into a contract with you.

Legal obligation – this is where the collection and processing of your personal information is necessary for us to comply with the law, for example verification of identity and fraud prevention.

Consent – This is where we process personal information because you have consented to us using your personal information for a specific purpose.

Legitimate interest – This is information that may be in our legitimate interests to process in order to operate our website, or to provide and promote our services.

How We Share Your Personal Information

We may share your personal information with third parties in the following circumstances:

Third Party	Why we share your information
Landlords, tenants, vendors and purchasers	When you request, we may disclose your personal information to current or potential landlords, tenants, vendors, and purchasers (along with their respective advisors) for potential sale or rental purposes. If any of these entities is a business, they will become a data controller for the provided information, and their privacy policies will be applicable.
Our business partners, suppliers and subcontractors.	We may share your personal information with our business partners, suppliers, and subcontractors who are rendering services to us or when essential to fulfil a service you've requested.
Referencing Companies, Credit and Risk agencies	For creditworthiness, fraud prevention, anti-money laundering checks and identity verification.
Solicitors and lawyers	In order to pursue a claim for breach of tenancy
Law enforcement bodies including the police, HMRC and local authorities	In order to comply with any court orders or legal obligations
The Property Ombudsman	In the event that they are providing dispute resolution in connection with letting services

How We Store Your Personal Information

We take appropriate technical and organisational precautions to secure your personal information and prevent its loss, misuse or alteration. The information we store about you is stored on computer systems based in the European Economic Area (EEA).

Please note that sending data over the internet without encryption or with inadequate encryption is inherently insecure (this risk is common across the internet, not specific to our website). Therefore, we cannot assure the security of data transmitted between us online.

How Long We Keep Your Personal Information For

We will keep your information for as long as is reasonably necessary for the purposes set out in this privacy notice, and to fulfil our legal and regulatory obligations. The time period may vary depending on the type of service or product you have requested from us.

Use of Cookies

Similar to other websites, ours uses cookies, which refer to small pieces of information sent by an organisation to your computer and stored on your hard drive, enabling the website to identify you upon your visits. They gather data about your browsing actions and patterns.

Cookies enable us to deliver crucial site functionality, eliminating the need for you to re-enter extensive information. Additionally, they help us remember the links and pages you've visited during a session, contributing to a more personalised and enhanced service.

You have the option to disable cookies by adjusting your browser preferences.

Links to Other Websites

Occasionally, our site may include links to and from various websites and web platforms. Additionally, third-party websites might link to our site. Please be aware that these external websites and platforms operate under their own privacy policies, and we bear no responsibility or liability for them.

Your Rights in Regards to Your Personal Information

The Data Protection Legislation gives you the right to access, rectify, erase, restrict or object to the processing of your personal information. You also have the right to not be subject to a decision based solely on automated processing. You can exercise any of these rights by contacting us at Stanford Grey, Suite 120 The Beehive, Beehive Ring Road, Gatwick, Surrey, RH6 0PA, or by emailing jayne@stanfordgrey.co.uk.

We will comply with all requests, provided there is not any legal reason we are not able to do so. Stanford Grey Limited will carry out a review and a response will be provided to you within the recommended timescales.

You can choose to stop receiving marketing emails from us by following the unsubscribe link on any marketing emails we send you.

How To Contact Us

If you have any queries regarding any aspect of Privacy Policy or the way we handle your personal information, please contact us at: Stanford Grey, Suite 120 The Beehive, Beehive Ring Road, Gatwick, Surrey, RH6 0PA.

If you have a question regarding a subject access request, please contact jayne@stanfordgrey.co.uk.

We hope that in the first instance, we will be able to answer any questions you may have. You also have the right at any time to raise your concern with the Information Commissioner's Office at Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF .

Privacy Policy Last Updated

5th January 2024