

## Privacy Policy

This policy describes how Move Reports, as a data controller, collects, uses, shares and retains the personal information you provide and informs you about your choices regarding use, access and correction of your personal information.

In conjunction you will need to refer to our standard Terms of Business and Conditions.

Move Reports UK Ltd a company incorporated in England and Wales under company registration number 04531448 and registered for Value added Tax number 792906979. Move Reports UK Ltd is regulated by the Property Codes Compliance Board (PCCB) and adheres to the Search Code and is a member of the Council of Property Search Organisations ('CoPSO'). You can contact Move Reports UK for any information or to register a complaint using [enquiries@movereportsuk.com](mailto:enquiries@movereportsuk.com) or 0845 094 5733. In this Privacy Policy, 'We', 'Us' and 'Our' refers to Move Reports UK Ltd

This policy applies to the general day to day activities of Move Reports UK Ltd and to our web site. The web site may contain links to other sites that may request additional information from you. We are not responsible for the privacy practices or the content of other web sites which link from our site and you should contact the owner of the other website should you require further information about their uses of your data.

Move Reports UK Ltd is fully committed to compliance with the General Data Protection Regulation (GDPR)

### Your Consent

In the course of using our services, either directly, via the Web Site or registering with it and any services offered via the Web Site, automatic consent will be deemed as being given for certain information about you which will be captured electronically or otherwise and transmitted to Move Reports UK Ltd or and, to any third parties as set out below or to third parties who host our web servers or assist us in maintaining this Web Site; and to the use, storage, or processing of your personal information by Move Reports UK Ltd for the purposes of carrying out any credit checks, and for the processing of payments in the event that you enter into any financial transaction with Move Reports UK Ltd. Information is only given to those third parties for that limited purpose and will not be held for longer than is necessary

### Information that we collect from you

When you visit or register with our website you may be asked to provide certain information about yourself including your name, address, email address, telephone number, gender, marital status and financial details

We may collect details about your planned house move or purchase, including moving date and location, property type, price, age and condition.

We will always attempt to explain clearly when and why we need this information and the purposes for which we will use it.

We may record or monitor telephone calls in order to ensure accuracy in the recording of instructions communicated to us, to facilitate staff training, for the prevention of fraud, for management of complaints and to improve customer satisfaction.

You do not have to provide us with any personal information, but if you do not provide the information that we need, we may not be able to proceed with your account registration or order that you make.

## **Cookies & IP Addresses**

A cookie is a small file that is stored on your computer's hard drive by your web browser. It acts as an anonymous identifier when you visit our site. We use this information to create anonymous usage and interest profiles.

This information never includes any information that would identify you personally, nor does it include any information that would be considered sensitive.

Most browsers accept cookies automatically, but usually you can alter the settings of your browser to prevent automatic acceptance. If you choose not to receive cookies, you may still use most of the features of our web site.

Our website also uses IP addresses to administer the site and gather traffic data. Your IP address may be used to gather broad demographic information; however, your address is not used in any way that would identify you personally. This information is automatically provided by your browser.

Our website may provide links to other sites. When you click on one of these links your browser will download pages from the other site. You should satisfy yourself that you are comfortable with the privacy policy adopted by any site you visit. Move Reports supports and advocates ethical policies with regards to privacy and data protection but cannot be held responsible for the actions of any other site.

## **Use of your information**

The information you provide enables us to provide you with quotations for and the supply of the services you have requested. It also enables us to contact you where necessary concerning any quotation or the delivery of any services requested.

We will also use and analyse the information we collect so that we can administer, support, improve and develop our business. We will also use the information to determine the use you are making of the Site. In particular, we may use your information to contact you unless requested otherwise upon consent request for your views on our services and to notify you occasionally about important changes or developments to the site or our services.

Further, where you have consented, we might also use your information to let you know about other products and services which we offer which may be of interest to you and we may contact you by post, telephone or fax, as well as by e-mail. If you change your mind about being contacted in the future please let us know.

We may use the information that we collect to personalise your visit and experience on the Web Site, to help you log on in future and to continue to use the Web Site, and to help us select services or materials for inclusion on the Web Site that may be of interest to you.

We may need to pass your information to third parties who help us to maintain, administer or develop the Web Site but, if so, that information is only given to those third parties for that limited purpose.

We also monitor traffic patterns and usage of our Web Site to help us improve our Web Site design and layout. We may pass this information to our partners or other third parties but it will not contain any personally identifying information.

## **Disclosure of your information**

We will not disclose any of your personally identifiable information except when we have your permission to do so or when required by law.

The information you provide to us will be held on our computers within the EU and may be accessed by or given to our staff and third parties who act for us for the purposes set out in this policy or for other purposes approved by you.

Those parties process information, fulfil and deliver orders, and provide support services on our behalf.

We may also pass aggregate information on the usage of our site to third parties but this will not include information that can be used to identify you.

Move Reports UK Ltd may telephone you to discuss the provision of any service or quotation requested.

## Data Subject Rights

You have a number of rights in relation to the information we hold about you. These include: the right to object to the use of your personal information and the right to ask for a copy of the personal information we hold about you, subject to certain exemptions; the right to ask us to update or correct your personal information to keep it accurate; the right to withdraw any permission you have previously provided; the right to ask us to delete your personal information from our records if it is no longer needed for the original purpose; the right to ask us to restrict the use of your personal information in certain circumstances; and the right to complain about how we handle your data (see 'Who to contact' below).

Please note that there are times when we will not be able to delete your information. This may be as a result of a requirement to fulfil our legal and regulatory obligations, or where there is a minimum statutory period of time for which we have to keep your information. If we are unable to fulfil a request, we will always let you know our reasons.

Individuals have a right to access their Personal Data held by Move Reports. A request for this information is commonly known as a Subject Access Request ('SAR').

All SARs, whether by telephone, post, email or other means must be recorded and reported to management on the same day as the request is received. Management will contact the customer to establish the reason for the request if this is not already evident.

GDPR does not permit Move Reports to charge a fee to comply with a subject access request except in exceptional circumstances. Where the request is manifestly unfounded or excessive Move Reports may charge a "reasonable fee" for the administrative costs of complying with the request.

Move Reports must comply with the SAR within one month of receipt. The time to respond can be extended by a further two months if the request is complex or the organisation has received a number of requests from the individual. Move Reports will let the individual know within one month of receiving their request if the response time is being extended and explain why the extension is necessary.

Any information contained within relevant files/documentation, but which relates to a third party should generally be removed or redacted before disclosure is made. There are other grounds upon which Move Reports may decline to disclose files/documentation (for instance where they are subject to legal privilege).

Once a request has been made, Personal Data can only be amended or deleted between the time of the request and the time when the information is supplied if this would have taken place regardless of the request.

Management will be responsible for ensuring that information is released in accordance with the relevant data protection regulations.

## Who to Contact

If you wish to exercise any of your rights, or have any queries about how we use your personal information, please contact our Compliance Officer at: Move Reports, Hilton Hall, Hilton Lane, Essington, Wolverhampton, WV11 2BQ or by email: [compliance@movereportssuk.com](mailto:compliance@movereportssuk.com) or by telephone: 0845 094 5733

We will consider your request and either comply with it or explain why we are not able to. Please note, we may request evidence of your identity to process your request.

## Further Information

Further information and advice about data protection is available from: The Office of the Information Commissioner Wycliffe House Water Lane Wilmslow Cheshire SK9 5AF Tel: +44(0)01625 545 745

If you are not happy with any aspect of how we handle your data, we encourage you to come to us in the first instance but you are entitled to complain to the Information Commissioner's office.

## Changes to this Privacy Policy

We reserve the right to add to or change the terms of this Privacy Policy in our sole discretion, without prior notice to you. If we change this Privacy Policy, we will post the new Privacy Policy on the Web Site, and it will become effective from the time of posting to the Web Site.

Please visit this Privacy Policy on a regular basis to make sure you have read the latest version and you understand what we do with your information.

Wherever possible, we will give you notice of any changes prior to their implementation.