



Privacy Policy

HOW WE HANDLE & USE YOUR INFORMATION

We (Bruff Cooper Ltd) may collect, hold and use some of your personal data and so here will provide more information about how this works.

Please read it carefully and ensure that you understand it. If you do not accept or agree with any part of it please stop using the website immediately, because your continuing use of our website will be seen as your acceptance of it.

1. Definitions and Interpretation

Meanings of phrases within this document:

Data - Any information that a user of the website provides to us, through our "Contact" page, or through emailing us relating to any person who can be directly or indirectly identified from that information.

We/Us/Our - Company Name -
Bruff Cooper Ltd - trading as 'Bruff Cooper'

Registered Office Address -

92 Station Road
Clacton on Sea
Essex
CO15 1SG

Company Registration Number -

11791202

VAT Number

We are VAT Registered – 381 1726 57

Trading Address -

115 Connaught Avenue
Frinton on Sea
Essex
CO13 9PS

You/Your - A user of the website

The Website www.bruffcooper.co.uk



2. Users Rights

As a user you have the following rights -

- A right to be informed about our collection and use of personal information;
- A right of access to the personal information we hold about you;
- A right to rectification if any personal information we hold about you is inaccurate or incomplete;
- A right to ask us to delete any personal information held about you unless we are obliged to retain the information for other legal reasons;
- A right to restrict or prevent the processing of your personal information;
- A right to data portability (obtaining a copy of your data to re-use with another service or organisation);
- A right to object to the use of your data for particular purposes.

3. Data Collection

We collect your data where you contact us directly through any of our contact options available on the Website.

If you contact us or send us an email, we will retain the details you provide to us including your name, your email address, telephone number and any other information which you choose to give us.

However, we do place cookies on your computer or device (See our [Cookie Policy](#))

4. Using Your Information

Where we hold any personal information, it will be processed and stored securely, for no longer than is necessary, considering the reason it was provided to us.

We will potentially -

- i. Reply to your email;
- ii. Provide details on the properties requested, plus any others we think may interest you;
- iii. Offer or provide you with the services requested, plus any others we think may interest you;
- iv. Our local office may use third party suppliers and offer services unique to them.

We will delete your personal information once your request has been met or the service has been provided, except where –

- i. You were interested in details of properties we are offering, when we will continue to hold your information in order to send you information on other properties that may interest you;
- ii. You become a client or a buyer of a property;
- iii. You require us to retain it for longer;
- iv. We are required to retain it for longer for other legal reasons.

You have the right to withdraw your consent to us using your data and to request that we delete it.

5. Telephone and website recording

We may record telephone calls for training and security purposes. Where we do record telephone calls, you will be informed at the beginning of the call. Recordings will be kept no longer than necessary. We may also use web site recording services which may record mouse clicks, mouse movements, page scrolling and any text keyed into website forms. The information collected does not include bank details or any sensitive personal information. Information collected in such a fashion is for our internal use only. The information collected is used to improve our website usability and is stored and used for aggregated and statistical reporting.

6. Storage of your Data

Your data will only be stored in the UK or EU.

7. Changes to our Policies

We recommend that you check this page regularly to keep up-to-date, as we reserve the right to change this Policy from time to time if our policies change or the law changes. Any changes will be posted on this page of the website and you will be deemed to have accepted changes to the Policy on your first use of the website following the changes.

8. Applicability

This Policy applies only to your use of this website. The website may contain links to other websites. Please note that we have no control over how your data is collected, stored, or used by other websites and we advise you to check the policies of any such websites before providing any data to them.

9. Complaints

If you have any cause for complaint about our use of your personal data, please contact the office or read our complaints handling procedure. We will address your concerns and attempt to solve the problem to your satisfaction.

You also have the right to lodge a complaint with the Information Commissioner's Office.

For further information about your rights, please contact the Information Commissioner's Office, or your local Citizens Advice Bureau.

10. General

We have required all our suppliers and contractors to confirm their compliance with the General Data Protection Regulations and each has provided us with their GDPR policy which is held on file and reviewed annually.