

## Terms & Conditions and Privacy Policy

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### Copyright and TradeMark

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### Disclaimer

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### Anti-Money Laundering

Rawlins Estates is committed to operating its business in a transparent and open manner consistent with our legal and regulatory obligations. We adopt a strict compliance of all applicable Anti Money Laundering rules. We obtain and hold evidence of our customers' identity and, where appropriate, we obtain proof of ownership of property and source/

destination of funds. Customers' identity may be subject to an electronic identity check, which may also include a credit check. All customers will be required to provide an Identity document and proof of address.

An acceptable identity documents can be one of the following:

- a Current signed passport
- a Valid UK driving licence
- EEA member state identity card.

Proof of address will also be required and should be dated within the last 3 months:

- Utility bill
- Mortgage statement
- Bank / building society statement
- Valid UK driving licence (if not used for List A as ID)
- State pension benefits book
- Home or motor insurance certificate
- Current local authority tax bill / tenancy agreement
- Solicitors letter confirming house purchased/ land registration
- NHS Medical card

## Privacy Policy

Rawlins Estates is committed to ensuring that your privacy is protected.

This Privacy Policy together with the Terms and Conditions of Use and any other documents referred to in it sets out the basis on which any personal data which we collect from you, or that you or others provide to us, will be processed by us.

Please read the following carefully. By accessing, browsing or otherwise using our website or application you confirm that you have read, understood and agree to the terms of this Privacy Policy.

### **How we get Information about you**

We may collect and process the following data about you as follows:

Information you give us:

You may give us information about you by completing forms on our site or by corresponding with us by phone, email or otherwise. The information you give us may include (but is not limited to) your name, title, date of birth, address, email address, phone number or other contact information, username, password, financial details, and the records and contents of any correspondence and communications you have with us or any feedback which you leave for us. You acknowledge that the information which you provide to us may amount to sensitive personal data and you consent to that data being processed as set out in this Privacy Policy.

Information we may collect from you.

Each time you visit our site, we may automatically collect the following information:

- Technical information, including but not limited to the Internet Protocol (IP) address used to connect your computer to the Internet, your login information, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform, identification number, online identifier, location data and other similar identifying information required for your devices to communicate with websites and applications on the internet;
- Information about your visit, including but not limited to the full Uniform Resource Locators (URL) clickstream to, through and from our site (including date and time); products you viewed or searched for; page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling, clicks and mouse-overs), and methods used to browse away from the page and any phone number used to call us.

Information we receive from other sources.

- We may receive information about you if you visit any other websites which we operate or use any services which we provide.
- We may also collect, and our third party providers of advertisements and content may collect, information about where you are on the internet.
- We are also working with third parties (including, for example, business partners, sub-contractors in technical, payment and delivery services, advertising networks, analytics providers, search information providers, credit reference agencies) and may receive information about you from them.
- Please note that third parties may use cookies, web beacons and other storage technologies to collect or receive information from your websites, apps and elsewhere on the internet and use that information to provide services including measurement services and target ads.
- Information provided by other companies who have obtained your permission to share information about you.

## **Cookies**

Our website may use cookies to distinguish you from other users of our website. This helps us to optimise your experience of our website and services and also allows to improve our site.

### **How we use your information**

How we will use information you give us:

- To contact you;
- To carry out our obligations arising from any contracts entered into between you and us and to provide you with the information, products and services which you request from us;
- To provide you with information about other goods and services that we offer.
- To provide you, or permit selected third parties to provide you, with information about goods or services which we feel may interest you.
- To assist us in the improvement and optimisation of advertising, marketing material and content, our services and the website (including, without limitation, via third parties);
- To notify you about changes to our service;
- To ensure that content from our site is presented in the most effective manner for you and your computer;
- To verify your identity;
- As part of our efforts to keep our site safe and secure and to prevent or detect fraud;
- To provide customer support;
- To comply with the requirements imposed by law or any court order.

How we will use information we collect about you:

In addition to the purposes listed above, we will use this information:

- To administer our site and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes;
- To improve our site to ensure that content is presented in the most effective manner for you and your computer;
- To allow you to participate in interactive features of our service;
- To measure or understand the effectiveness of advertising we serve to you and others and to deliver advertising to you and others (including via selected third parties);
- To make suggestions and recommendations to you and other users of our site about goods or services that may interest you or them (including via selected third parties).

How we will use information about you we receive from other sources.

We may combine this information with information you give to us and information we collect about you. We may use this information and the combined information for the purposes set out.

### **Disclosure of your information**

We may share your information with selected third parties including but not limited to:

- Business partners, suppliers and sub-contractors, for the performance of any contract we enter into with them or with you;
- Advertisers and advertising networks (including social media) that require the data to select and serve relevant adverts to you;
- Analytics and search engine providers that assist us in the improvement and optimisation of our site and services.

We may disclose your information to third parties:

- In the event that we buy or sell any business or assets, in which case we may disclose your personal data to the prospective seller or buyer of such business or assets;
- If Rawlins Estates are acquired by a third party, in which case personal data held by it about its clients will be one of its transferred assets;
- If we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our terms of use and other agreements; or to protect the rights, property or safety of Rawlins Estates, our clients, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

Our site may from time to time contain links to and from the websites of our partner networks, advertisers and affiliates. If you follow a link to any of these websites, please be aware that these have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before submitting information to these websites.

### **Rectifying or Updating your information**

You must ensure that any information you provide to us is correct and complete. You can ask us to rectify or update your personal information at any time by email to [info@rawlinsestates.co.uk](mailto:info@rawlinsestates.co.uk);

### **Indemnity**

You acknowledge that you are solely responsible for the use to which you put this website and all the results and information you obtain from it and that all warranties, conditions, undertakings, representations and terms whether expressed or implied, statutory or otherwise are hereby excluded to the fullest extent permitted by law.

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