

QUILLIAM

Privacy Policy

Introduction

Quilliam Property Limited ("we", "our", "us") is committed to protecting and respecting your privacy. We are registered in England (Company Number: 13399063) with our registered office at 206 High Street, Brentford TW8 8AH and act as the data controller for the purposes of UK data protection law.

This policy explains how we collect, use, and protect your personal information when you use our website (www.quilliam.co.uk) and our services. Please read this policy carefully to understand our practices regarding your personal data.

Information We Collect

Information you provide to us:

- Name and title
- Date of birth
- Contact details (address, email, phone numbers)
- Residential status
- Identity documents (including passport and visa details)
- Personal circumstances (marital status, dependants, next of kin)
- Financial information (salary, bank details, mortgage details, loans)
- Employment details (current and previous employers)
- Property-related information (estate agent and chain details)

Information we collect automatically:

- Technical information (IP address, browser type)
- Information about your website visits
- Cookies and similar technologies (see our Cookie Policy for details)

Information from third parties:

- Property portals (Rightmove, Zoopla, On the Market, Prime Location)
- Social media platforms
- Previous or current landlords
- Professional services (solicitors, conveyancers, mortgage brokers)
- Other estate agents

Quilliam
206 High Street
Brentford
TW8 8AH

020 8847 4737

info@quilliam.co.uk

quilliam.co.uk





How We Use Your Information

We process your personal information for the following purposes:

- To provide our property services and fulfill our contractual obligations
- To conduct identity and reference checks
- To prevent fraud, money laundering, and ensure compliance with legal obligations
- To communicate with you about properties and related services
- To process payments and manage our business relationship
- To improve our services and website functionality
- To comply with legal and regulatory requirements
- To handle complaints and disputes

Legal Basis for Processing

We process your personal data on the following legal grounds:

- Contract performance
- Legal obligation
- Legitimate interests
- Consent (particularly for marketing communications)

Sharing Your Information

We may share your information with:

- Professional service providers and contractors
- Property portals and marketing platforms
- Legal and regulatory authorities
- Potential buyers or sellers of our business
- Third parties where required by law

Data Storage and Security

We implement appropriate security measures to protect your personal data. While we take steps to secure information transmitted via the internet, no transmission is completely secure. We store your data within the UK/EEA where possible, though some data may be transferred outside this area. In such cases, we ensure appropriate safeguards are in place.



Your Rights

Under UK data protection law, you have the right to:

- Access your personal data
- Correct inaccurate information
- Request erasure of your data
- Object to processing
- Restrict processing
- Data portability
- Withdraw consent for marketing
- Lodge complaints with the Information Commissioner's Office

Marketing Communications

We may send you marketing communications about similar properties or services if you:

- Have requested information from us
- Used our services
- Provided consent

You can opt out of marketing communications at any time by:

- Clicking the unsubscribe link in our emails
- Contacting us directly
- Updating your account preferences

Changes to This Policy

We may update this privacy policy from time to time. Any changes will be posted on this page and, where appropriate, notified to you by email.

Contact Us

For privacy-related queries, contact our Data Privacy Officer:

Julia Quilliam
Quilliam, 206 High Street, Brentford TW8 8AH

You have the right to complain to the Information Commissioner's Office (ICO):

Information Commissioner's Office
Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

Last updated: 19th November 2024