

KOFMAN + PARTNERS

L O N D O N

Privacy Policy

This Privacy Policy sets out the way in which Kofman + Partners Limited ("We" and "us") collects, uses and stores any information that you supply to us when contacting our organisation.

Kofman + Partners Limited is committed to ensuring that your data is protected and that all personal information is respected. Where you provide specific information by which you can be identified when communicating with us, then the information will only be used in accordance with this Privacy Policy. This policy becomes effective from 25 May 2018.

The name and contact details of our organisation: Kofman + Partners Limited, 12 Hay Hill, London W1J 8NR

This policy (together with any other documents referred to) sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand how we handle your personal data and what we do with it. By contacting us, and continuing to communicate with us, you are accepting and consenting to the practices described within this policy. You have the right to withdraw your consent at any point.

Information Collection

In order to keep you informed of property related matters, we collect certain information from you. As part of this, you will need to give us your contact information. Kofman + Partners is the sole user of the information we collect from you. We do not share this information with others unless it is with your consent or required for contractual reasons. We use the information given to us by you to provide our business services in the way that is set out in this privacy policy.

Information you give us

You may provide us with information about yourself, or related people. This may be by filling out forms on our website or by corresponding with us by telephone, email or otherwise. This includes information you provide when you register via our website, our office, a promotion or survey.

The following are examples of information we may collect directly from you:

- Name/s
- Email address
- Postal address & postcode
- Telephone numbers

UK | London

Kofman + Partners Limited
Office: 12 Hay Hill, Mayfair, London W1J 8NR

Reg. No: 10560257, Reg. Address:
590 Green Lanes,
London, UK N13 5RY

E office@kofmanpartners.com
W kofmanpartners.com

K O F M A N + P A R T N E R S

L O N D O N

- Where you heard about us
- Information we receive from other sources
- Third party information e.g. for example if someone else is a key holder for you or is included in the – purchase of a property

Communication preferences

Information we collect when you visit our website, view our online ads or promotions

We use cookies and other technologies to collect information when you visit our site, view our online advertisements or promotions. The following are examples of information we may collect with these technologies:

IP address

- Web pages you view
- Links you click
- Third-party service providers

We engage third-party service providers to perform some business operations on our behalf. In so doing, we may share your personal information with them. We provide our service providers with only the personal information they need in order to perform the services we request, and we require them to protect this information appropriately and not to use it for any other purpose.

For example, we may rely on a 3rd party service provider to:

- Fulfil your service requests and answer your questions
- Host our website and deliver our email or other communications
- Analyse our data, sometimes combined with data from other sources, to send you communications
- Conduct research and analyse data to improve our products and services
- Perform other services that we request or you require

If you prefer not to receive communications, you can always opt out by following the instructions provided in any such communication or through this Privacy Policy where indicated.

How we use the information we collect

Our main uses of your information are explained above which in general is to keep you updated regarding property sales and purchases, communication during the sale or purchase process, as well as to help us understand your needs and provide you with a better service.

Your records may be used to store information about your property status and history, location preferences and property requirements. We may also use your data for the following purposes:

- Respond to your requests and/or questions.

UK | London

Kofman + Partners Limited
Office: 12 Hay Hill, Mayfair, London W1J 8NR

Reg. No: 10560257, Reg. Address:
590 Green Lanes,
London, UK N13 5RY

E office@kofmanpartners.com
W kofmanpartners.com

KOFMAN + PARTNERS

L O N D O N

- To carry out our obligations arising from any contracts entered into between you and us and to provide you with the information and services you request from us.
- Protect against or identify possible fraudulent transactions and comply with legal requirements to prevent such activity.
- Send you communications periodically with information about Kofman + Partners Limited and property related content that we think will be of interest to you.
- Telephone you about properties and other content we think will be of interest to you.
- Analyse the use of, and develop our products, services and marketing. Ensure compliance with our
- Terms and Conditions and otherwise manage our business.
- Lawful basis for data processing

Kofman + Partners Limited will only process your data in pursuance of our legitimate interest in relation to potential property sales and instructions to market property. Where we receive requests related to, for example, a product or service, a telephone call, or specific marketing materials; we will use your personal data to respond to your request. Where we need to manage your account and protect you against or identify potential fraudulent transactions, we will do so in accordance with our legal obligation to comply with relevant legislation.

Choice & Control

If you believe that any information we are holding about you is incorrect or incomplete, please contact us as soon as possible, at the above business address. We will promptly amend any information found to be incorrect.

Information to share with Data Processors (third parties) – in order to progress a sale and/or to assist with a property question, we may need to share information pertaining to you and/or your property. The following data processors may be used but this list is not exhaustive and may be updated from time to time;

- Solicitors
- Mortgage Providers
- Property repair/maintenance suppliers and cleaners
- Photography and other graphics contractors
- Sale board management contractors

Marketing

We may use the data we hold about you to inform you (by various means of communication) about property that we think may be of interest to you.

We will tell you about this when we collect your information and if you do not wish to receive any communication, please let us know. You can change your mind at any time by contacting our Data Controller.

UK | London

Kofman + Partners Limited
Office: 12 Hay Hill, Mayfair, London W1J 8NR

Reg. No: 10560257, Reg. Address:
590 Green Lanes,
London, UK N13 5RY

E office@kofmanpartners.com
W kofmanpartners.com

KOFMAN + PARTNERS

L O N D O N

Customer care and correspondence

As part of our customer care process, we may contact you after a sale or purchase through us, in order to seek references or to address any complaint.

Market research

From time to time, we may also use your information to contact you for market research purposes. We may contact you by letter, phone, SMS or email.

Fraud Prevention

In order to protect against fraudulent property activity, we are required by law to verify the identity of all our customers involved in a sale and purchase. We will use the data that you supply to us and may cross reference with other information we may hold about you. Where necessary, or required to do so by law, we may pass information we hold to other organisations (including law enforcement agencies) involved in fraud prevention and detection, to use in the same way.

Retention and Disposal of Personal Data

Kofman + Partners Limited has a documented policy which outlines the collation, retention and disposal of the data we hold. This details the reasons we hold information and for how long for use by Kofman + Partners Limited, and for compliance with any external standard or regulation. We will retain Personal Information for the period stipulated to fulfil our criteria and the purposes outlined in this Privacy Policy, unless a longer retention period is required by law.

The right to withdraw consent

You have a legal right to see the data we hold on you. If you do not wish to receive communication from us or do not want us to contact you regarding property marketing matters, please advise us accordingly.

Security

We are committed to ensuring that your information is held by us securely. In order to prevent unauthorised access or disclosure, we have put in place suitably robust physical, electronic and managerial procedures to safeguard and secure the information we collect. All data is processed within the EU. The computers that store the information are kept in a secure environment and we use a professional IT supply company to advise on and manage our computer systems and security there in to prevent unauthorised access.

The right to lodge a complaint with a supervisory authority

UK | London

Kofman + Partners Limited
Office: 12 Hay Hill, Mayfair, London W1J 8NR

Reg. No: 10560257, Reg. Address:
590 Green Lanes,
London, UK N13 5RY

E office@kofmanpartners.com
W kofmanpartners.com

KOFMAN + PARTNERS

L O N D O N

Whilst at all times we aim to deliver an excellent service, if you are unhappy with any part of our work, please contact Darren Jones to discuss your issue. We operate an internal complaints procedure, which is available for our customers, and would hope to be able to resolve any legitimate concerns amicably. Should a satisfactory outcome not be possible, you have the right to contact The London CDD. If you are unhappy about how we are handling your personal information, you can contact the Information Commissioner's Office using their online form which can be found here: <https://www.londoncdd.com/>

Access Rights

You have a right to access the personal information held about you. To obtain a copy of the personal information Kofman + Partners Limited holds about you, please email or write to us. We will acknowledge your request promptly and confirm what we need to do to satisfy your request.

Links

Our website may contain links to third-party sites. Kofman + Partners Limited does not have any control over any of these websites. As such we cannot be responsible for the protection and privacy of any information which you provide whilst visiting those websites, and they are not governed by this Privacy Policy. Kofman + Partners Limited is not responsible for any products and/or services featured on any third party website. You should review the Privacy Policy applicable to the websites in question if you have any concerns.

Changes to This Policy

We will periodically review this document and, where necessary, update our privacy information. This document will be freely available on our website, or on request from our office. You may review this document at any time to ensure that you are content with our prevailing Privacy Policy. You always retain the right to control the contact you receive from Kofman + Partners Limited

Feedback

We want to make sure we're giving you the information about privacy and security that you need. If you feel there is anything important missing from this document then please contact our Data Control officer. If you have any feedback, questions or concerns, please email us.

UK | London

Kofman + Partners Limited
Office: 12 Hay Hill, Mayfair, London W1J 8NR

Reg. No: 10560257, Reg. Address:
590 Green Lanes,
London, UK N13 5RY

E office@kofmanpartners.com
W kofmanpartners.com