

Terms & Conditions and Privacy Policy

This website is the property of City Realtor Limited, 52 Cannon Street Road, London, England, E10BH. By using this website you agree that you consent to and are bound by the following terms and conditions.

Disclaimer

City Realtor takes all reasonable care to ensure that the information contained on this website is accurate, however, we cannot guarantee its accuracy and we reserve the right to change the information on this website (including these terms and conditions) at any time. You must therefore check these terms and conditions for any such changes each time you visit this website.

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Law

The user confirms that the terms and conditions and use of this website shall be governed by the laws of England and Wales and that any and all disputes arising therefrom shall be subject to the exclusive jurisdiction of the English courts.

Copyright and Trade Marks

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Anti-Money Laundering

City Realtor is committed to operating its business in a transparent and open manner consistent with our legal and regulatory obligations. As part of this commitment, we adopt a strict compliance of all applicable Anti Money Laundering rules, with specific emphasis on the Proceeds of Crime Act 2002, the Money Laundering Regulations 2017, and the Bribery Act 2010.

City Realtor's policy commitment is applicable to all our customers, including vendors, buyers, landlords and tenants. As a result, we obtain and hold for a period of at least five years evidence pertaining to our customers' identity and, we are required to obtain proof of ownership of property and source/ destination of funds. We will be unable to proceed with any work on behalf of our customers if we are unable to obtain this information. Customers' identity will be subject to an identity check, which may also include a credit check.

City Realtor is registered and supervised by HM Revenue & Customs for compliance with the Money Laundering, Terrorist Financing and Transfer of Funds (Information on the Payer) Regulations 2017.

Privacy Policy

Who we are

City Realtor 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 ("the website") or application you confirm that you have read, understood and agree to the terms of this Privacy Policy.

Third-party links

This website may include links to third-party websites, plug-ins or applications which may allow third parties to collect or share your personal data. We are not responsible for their use of your personal data and cannot control it.

Personal data

Under the EU's General Data Protection Regulation (GDPR) personal data is defined as: "any information relating to an identified or identifiable natural person ('data subject'); an identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person".

What information we may collect about you

If you are purchasing, renting, selling, or letting a property through City Realtor, we collect and use your personal data in order for us to provide you with our services. The personal data we collect and use may include:

- Identity Data (name, marital status, title, date of birth, gender, purchases made by you, your interests and preferences, feedback)
- Contact Data (billing address, correspondence address, email address and telephone numbers)
- Financial Data (bank account and payment details)
- Transaction Data (details about payments to and from you and other services you have purchased through us)
- Technical Data (browser type and version, time zone setting, browser plug-in types and versions, location data and other similar identifying information required for the customer's device(s) to communicate with websites and applications on the internet)
- Usage Data includes information about how you use our website, products and services
- Marketing and Communications Data (your marketing preferences from us and our third parties and your communication preferences).

It is important that the personal data we hold about you is accurate and current. Please keep us informed if your personal data changes during your relationship with us.

How we collect data from you

We use different methods to collect data from and about you including the following:

You may give us your Identity, Contact and Financial Data by filling in forms or by corresponding with us by post, phone, email or otherwise. This includes the personal data you provide when you:

- Apply for our services;
- Fill in forms/give information on our website or to our third party suppliers
- Request marketing to be sent to you;

- Contact us through social media;
- Walk-in to or telephone our branches;
- Enter a competition, promotion or survey; or
- Give us some feedback.

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. Such as;

- Property portals: Rightmove, Zoopla, OnTheMarket, Boomin, Spareroom
- We are also working with third parties (including, for example, advertising networks, analytics providers, search information providers, credit reference agencies, these include but are not limited to HomeLet, Rent4Sure etc) 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.

How we use your information

We will only use your personal data for the purposes for which we have collected it.

- To contact you;
- To carry out our obligations arising from any contracts entered 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);
- When you register your details with us for any of our services, or enter into a transaction with us, provide feedback on our service online or use our website; we will use your personal information to send you relevant and proportionate marketing communications about our properties, services and third-party providers; You have the right to ask us not to process your personal data for marketing purposes, to alter your preferences for the type of marketing content you receive (such as properties for sale, information about related services etc.) or to alter the methods via which you receive marketing correspondence from us i.e. via email, text, post, or phone call;
- 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; For this purpose we may need to share your personal information with our referencing providers and or solicitors, this is necessary for the purposes of our legitimate interests in ensuring we are not the victim of fraud and to protect our legal rights;
- To assess your creditworthiness (in the case of buying or renting a property)
- To provide customer support;
- To comply with the requirements imposed by law or any court order.
- 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 ensure the safety of our staff when attending external appointments such as viewings and market appraisals, for example, contact details for the client or customer.
- To comply with legislation such as Right to Rent checks required under Section 22 of the Immigration Act 2014.

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 with them or with you;
- Analytics and search engine providers that assist us in the improvement and optimisation of our site and services.
- Referencing agencies such as HomeLet

We may disclose your information to third parties:

- If 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 City Realtor Limited or substantially all of its assets 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 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 City Realtor Limited, our clients, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

Sales:

Including but not limited to solicitors/conveyancers, surveyors, financial/mortgage advisors, other estate agents in a chain, developers where a purchase is agreed, contractors and property maintenance services.

Lettings:

Including but not limited to tenant referencing agencies, other estate agents or landlord, contractors, and property maintenance services, gas and electrical contractors, utility companies and insurance providers, Software and system providers.

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.

We require that these service providers and other third parties adhere to strict rules when processing your personal information, including to only use your personal information in accordance with our specific instructions (such as for the purposes of completing referencing or contacting you to arrange access to carry out necessary repairs) and the applicable laws.

Information storage and international transfers

Information, which you submit, is stored on a computer located in the European Economic Area. This is necessary in order to process the information and to send you any information you have requested. We may transfer information submitted by you to our other offices and to reputable third party suppliers, which may be situated outside the European Economic Area. We will not transfer your personal data outside of the European Economic Area, except to a country offering the same level of protection for your personal data. For example, with certain service providers we may use specific contracts approved by the European Commission which ensures that your personal data has the same protection as it would have in Europe.

In addition, if you use our Services whilst you are outside the EEA, your information may be transferred outside the EEA in order to provide you with those Services.

How long do we store your information?

The length of time we hold your information for will vary dependent on lawful basis for collecting and processing the data.

We will hold data supplied where there is a legitimate interest in doing so (such as where a client or customer has registered with us, expressing an interest in any of our services, such as buying, selling, letting or renting through us) for a period of 7 years.

Where a transaction has been entered in to and there is a contractual necessity to do so, or where there is a requirement to comply with legal obligations (for example in order to comply with the requirement of the TPO Codes of Practice, both sales and lettings agents, to maintain clear and full written records of transaction for a period of 6 years and to comply with the Money Laundering Regulations 2017 requirement to hold records for a period of 5 years).

If you have an account on our website and it has been deemed dormant then we may delete the account and all personal information “tied to” or “held against” it.

Your rights

You have the right to withdraw consent for us to process your information and for its use for marketing purposes. You have the right to withdraw consent for us to process your information at any time.

You have the right to withdraw consent for us to pass your information to third parties for marketing purposes. This will result in us ceasing to offer the goods and services to you.

If you no longer wish to be contacted by third parties for marketing purposes, please follow the instructions in their marketing communications, or consult their privacy policies about how to unsubscribe from their communications.

You can ask us or third parties to stop sending you marketing messages at any time by following opt-out links on any marketing message sent to you or by contacting us.

Changes to our Privacy policy

If we change our Privacy Policy we will post the changes on this page and may place notices on other sections of the website. The privacy was last updated on 24th August 2022.

Cookies and tracking

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

The City Realtor website and applications may collect anonymous data about how you use our services in order to help us improve future functionality.

City Realtor use's Google Analytics, which is a web analysis service provided by Google. No data that personally identifies an individual (such as a name, email address or billing information) is tracked, collected or uploaded. Keatons may collect and report on the adoption and usage of specific features, crashes and exceptions and other useful, anonymous metrics.

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.

Save in respect of liability for death or personal injury arising out of negligence or for fraudulent misrepresentation, we and all contributors to this website hereby disclaim to the

fullest extent permitted by law all liability for any loss or damage including any consequential or indirect loss or damage incurred by you, whether arising in tort, contract or otherwise, and arising out of or in relation to or in connection with your access to or use of or inability to use this website.

Whilst we take every care to ensure that the standard of this website remains high and to maintain the continuity of it, we do not accept any ongoing obligation or responsibility to operate this website (or any particular part of it).

If any part of our terms and conditions is deemed to be unenforceable (including any provision in which we exclude our liability to you) the enforceability of any other part of these conditions will not be affected.

This does not affect your statutory rights as a consumer.

City Realtor Limited is registered in England and Wales (registered number 08535493). Our registered office is at 52 Cannon Street Road, London, England, E1 0BH.