

# Cookie policy

This website uses cookies to distinguish you from other users of the website. This helps us to provide you with a good experience when you browse our website and also allows us to improve the website.

**By continuing to browse the website, you are agreeing to our use of cookies as set out by this policy.**

## 1. Information about cookies

A cookie is a small file of letters and numbers that, if you agree to their use, is stored on your browser or the hard drive of your computer or device. They contain information that is transferred to your hard drive.

The cookies that we could use can be split into the following categories:

- **Necessary cookies.** These are cookies that are required for the operation of the website. They include, for example, cookies that enable you to log into parts of the website.
- **Third party cookies.** These are used to third parties (such as Google) to enable their services to work, for example Google Captcha on forms or Google Maps. Some third parties use their cookies for advertising purposes. We have no control over these cookies and provide a link to the third party's privacy policy, where you may have the option to opt-out of their data collection.

## 2. The cookies we use

We use the following cookies:

CATEGORY	COOKIE NAME	PURPOSE
Necessary Cookies	cookiesAccepted	Necessary cookies enable core functionality. The website cannot function properly without

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these cookies, and can only be disabled by changing your browser preferences.

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Necessary Cookies

PHPSESSID

Necessary cookies enable core functionality.

The website cannot function properly without

these cookies, and can only be disabled by changing your browser preferences.

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Please note that third parties (including, for example, advertising networks and providers of external services like web traffic analysis services) may also use cookies, over which we have no control. These cookies are likely to be analytical/performance cookies or targeting cookies.

### 3. How you can block cookies

You can block cookies by activating the setting on your browser that allows you to refuse the setting of all or some cookies.

However, please be aware that blocking cookies may affect your ability to use the website. In particular, you may not be able to access all or parts of the website or use the functionalities contained on it.

## Privacy policy

**Watford Property Services (we) are committed to protecting and respecting your privacy.**

This policy, together with any other documents referred to in it, 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 our views and practices regarding your personal data and how we will treat it.

By visiting this website, you are accepting and consenting to the practices described in this policy.

For the purpose of the General Data Protection Regulation (EU) 2016/679 (Act), the data controller is Chris Jones, Watford Property Services. We are a registered data controller with the Information Commissioner's Office under number ZA379955.

Our nominated representative for the purpose of the Act is Chris Jones.

## 1. Information we collect from you

We will collect and process the following categories of data about you:

- **Information you give us.** This is information about you that you provide to us by corresponding with us by phone or email. It includes information you provide when you make an enquiry about our products and services.

## 2. Uses made of the information

All information about you that we collect or receive, whether of a personal or technical nature, may be used by us in the following ways:

- 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 that you request from us;
- To provide you with information about other goods and services that we offer that are similar or relevant to those that you have already purchased or enquired about, such contact will only be made by email or phone from which you can opt out at any time; To notify you about changes to our services;
- To comply with our record keeping and information storage obligations and policy (please see the "Where We Store Your Personal Data" section below for more details).

## 3. Disclosure of your information

We may share your information with:

- Business partners, suppliers and sub-contractors for the performance of any contract we enter into with them or you;
- Third party support services, such as, but not limited to email software.

We will disclose your personal information to third parties:

- In the event that we sell or buy any business or assets, in which case we will disclose your personal data to the prospective seller or buyer of such business or assets;
- If we, or substantially all of our assets, are acquired by a third party, in which case personal data held by us about our clients will be one of the 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 our rights, property or safety, or those of our clients or others.

## 4. Where we store your personal data

All information that you provide to us is stored on our, or our selected business partners', secure servers, and we will take reasonable steps to protect your information in accordance with this policy, including (without limitation):

- Installing a secure firewall;
- Using anti-virus protection software;
- Encrypting data; and
- Carrying out regular back-ups.

Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

## 5. Your rights

You have the following rights under law in respect of your personal information:

- The right to be informed about the collection and use of your personal information;
- The right of access to your information to verify the legality of our use of it;
- The right to request that inaccurate or incomplete information about you is rectified;
- The right to request the deletion or removal of your information where there is no further reason for us to use it (such as you have withdrawn your consent);
- The right to restrict the use of your information;
- The right to obtain and reuse the information that we have about you for your own purposes;
- The right to object to certain uses (such as for marketing purposes); and

Should you wish to exercise any of these rights, you may do so at any time by writing to us at the address given below.

34 Warwick Way  
Croxley Green  
Rickmansworth  
Hertfordshire  
WD3 3SA

If you would like to request the information we hold about you under a **Subject Access Request (“SAR”)**. If you feel that your rights have been breached in any way, you should contact Chris Jones at the address given above or lodge an official complaint with the Information Commissioner’s Office via their website (<https://ico.org.uk>) or by writing to: Information Commissioner’s Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

The 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 note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

## **6. Changes to our privacy policy**

Any changes we make to our privacy policy in the future will be posted on this page. Please check back frequently to see any updates or changes to our privacy policy.

## **7. Contact**

Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to Chris Jones.