

Privacy Policy

Last Updated: 03.09.25

We respect your privacy and protect your personal data in line with **UK GDPR** and **PECR**.

Full Privacy Policy

1. Who We Are

Stone Cross Estate Agents are committed to protecting and respecting your privacy. We are the data controller for the purposes of UK GDPR and the Data Protection Act 2018.

Contact:

Email: Sales@stonecrossea.co.uk

Phone: 01942 356266

Address: 3 Stone Cross Lane North, Lowton WA3 2SA

2. The Information We Collect

We may collect and process the following personal data:

- **Identity Data:** Name, date of birth, proof of identity.
- **Contact Data:** Address, email address, telephone number.
- **Property Details:** Property address, ownership details, tenancy agreements.
- **Financial Data:** Bank details, payment records, proof of funds, mortgage information.
- **Technical Data:** IP address, browser type, operating system, cookies, and website usage data.
- **Communication Data:** Records of correspondence, enquiries, and service requests.

3. How We Use Your Information

We process your personal data for the following purposes:

- To provide our estate agency services, including valuations, property marketing, sales, and lettings.
- To comply with legal obligations (e.g., Anti-Money Laundering checks).
- To process payments and manage accounts.

- To communicate with you about properties, services, or enquiries.
- To send you marketing communications (only if you have opted in).
- To improve our website, services, and customer experience.

4. Legal Basis for Processing

We process your data under one or more of the following lawful bases:

- **Consent** – where you have agreed to specific processing (e.g., marketing emails).
- **Contract** – where processing is necessary to perform a contract or take steps before entering into one.
- **Legal Obligation** – where processing is necessary to comply with law.
- **Legitimate Interests** – where processing is necessary for our business purposes and does not override your rights.

5. Sharing Your Data

We may share your personal information with:

- Solicitors, surveyors, mortgage brokers, and other parties involved in a property transaction.
 - Service providers such as IT support, website hosts, and marketing agencies.
 - Credit reference and fraud prevention agencies.
 - Law enforcement and regulatory bodies where required by law.
- We will never sell your data to third parties.

6. Data Retention

We keep personal data only as long as necessary to fulfil the purposes we collected it for, including legal, tax, and reporting requirements.

In most cases, this means retaining records for **six years** after the end of our relationship, after which we securely delete or anonymise them.

7. International Data Transfers

If we transfer your personal data outside the UK, we ensure that appropriate safeguards (such as Standard Contractual Clauses) are in place to protect your information.

8. Data Security

We have implemented appropriate technical and organisational measures to secure your personal data against unauthorised access, alteration, disclosure, or destruction. While we do our best to protect your information, we cannot guarantee the security of data transmitted via the internet.

9. Your Rights

Under UK GDPR, you have the right to:

- Request access to your personal data.
- Request correction of any inaccurate or incomplete data.
- Request deletion of your data ("right to be forgotten").
- Request restriction of processing.
- Object to processing, including direct marketing.
- Request data portability.
- Withdraw consent at any time (where consent is the legal basis).
- Lodge a complaint with the **Information Commissioner's Office (ICO)** at www.ico.org.uk.

To exercise any of these rights, contact us using the details above.

10. Cookies

Our website uses cookies to enhance your browsing experience and analyse website traffic. For more details, see our Cookie Policy.

11. Changes to This Policy

We may update this Privacy Policy from time to time. Any changes will be posted on this page with an updated revision date.

12. If our Business is sold

We will transfer your personal information to a third party:

If we sell or buy any business or assets, we will provide your personal information to the seller or buyer (but only to the extent we need to, and always in accordance with data protection legislation); or

If Stone Cross Estate Agents or the majority of its assets are acquired by somebody else, in which case the personal information held by Stone Cross Estate Agents will be transferred to the buyer.

We process your personal information for this purpose because we have a legitimate interest to ensure our business can be continued by the buyer. If you object to our use of your personal information in this way, the relevant seller or buyer of our business may not be able to provide services to you.

In some circumstances we may also need to share your personal information if we are under a duty to disclose or share it to comply with a legal obligation.

Stone Cross Estate Agents will only process your information if we have a business reason to do so. Generally this occurs when you make a request of us, such as to find a property suitable for your needs. Where we need to manage your account information we will do so in compliance with the obligations placed on us by law.

We do not sell or share your personal information to companies outside of Stone Cross Estate Agents, and we only share your personal information within Stone Cross Estate Agents as necessary.

We may, from time to time, contact you by post, e-mail or telephone to ask you for your feedback and comments on our services. If you no longer wish to receive marketing or other correspondences, please let us know. The simplest way to do this is to send an email message to gdpr@stonecrossea.co.uk

13. Contact Us

If you have any questions about this Privacy Policy or how we handle your personal data, please contact:

Stone Cross

Email: sales@stonecrossea.co.uk

Phone: 01942 356266

Address: 3 Stone Cross Lane North, Lowton WA3 2SA