



## AH Homes Limited – Privacy Policy

This Privacy Policy sets out how AH Homes uses and protects any information that you provide to us when visiting and using this website. If you are a client of ours or become one, we process a wider range of personal data which is subject to a broader range of privacy-related issues which are confirmed during the engagement process.

### **Information you provide to us**

Your privacy is important to us, and we are committed to protecting your privacy and confidentiality. By providing personal information such as your name, address, telephone and email contact details via our website Enquiry page, you agree to AH Homes contacting you with regards to your enquiry.

We will ensure that the information you provide to us is kept secure using appropriate technical and organisational measures.

### **Information we collect about you**

The information we collect is your personal data relevant to your enquiry. However, this may extend to other data subject to the nature of your request. We aim to process data, whether personal or not, only to the extent necessary for us to provide clients with our services and for other agreed purposes.

### **Cookies**

We may also collect information in connection with your use of our website by using 'cookies'. Cookies are small text files that are placed on your computer by websites that you visit. They are widely used in order to make websites work efficiently, as well as providing useful feedback on how customers interact with our site so that we can make improvements.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies but, if you prefer, you can usually modify your browser to decline cookies.

### **Google Analytics (Performance)**

This service is provided by Google and allows us to recognise and count the number of visitors to our website.

## **Basis for Processing Information**

The “General Data Protection Regulation” (GDPR) is the primary legislation defining your rights over our processing of your personal data and requires us to declare which of six lawful reasons we are relying on when processing your information.

Accordingly, the basis on which we process your personal data is for one or more of the following reasons:

- It is necessary for the performance of our contract with you
- It is necessary for us to comply with a legal obligation
- It is in our legitimate interests to do so
- You have given us your consent, which can be withdrawn at any time by contacting us

## **Sharing Your Information**

There are strict rules about who we can share your information with, and this will typically be limited to other people who will assist with your enquiry/matter or where you have given consent.

Information may also be disclosed if we are under a duty to share your personal data to comply with any legal obligation (for example to government bodies or law enforcement agencies) or in order to enforce or apply our terms of business.

In some circumstances we may need to pass your personal data to a third party to check your identity with fraud prevention agencies, or for debtor tracing and the prevention of money laundering.

We require third parties to comply strictly with our instructions and data protection laws, and we will ensure that appropriate controls are in place where third parties have access to personal data.

## **Your Rights**

In accordance with the “General Data Protection Regulation” (GDPR), you have the following rights:

- Right to be informed
- Right of access
- Right of rectification
- Right to erasure
- Right to restriction of processing

- Right to object

## **Access to Personal Data**

It is important that the personal information we hold for you is correct. If you would like to review, verify, correct or request erasure of your personal information, object to the processing of your personal data or request that we transfer a copy of your personal information to another party, you will need to provide a request in writing at the address shown under 'Contact Information'.

## **Changes to our Privacy Policy**

We may from time-to-time update or amend this Privacy Policy to comply with current law or to meet changing business requirements without notice to you. Any updates or amendments will be posted on this website and will become effective when posted. By continuing to use this website, you agree to the terms of such updates or changes.

## **Complaints**

In the first instance, we hope you will contact us directly with any questions or complaints by following our Complaints Procedure found on the footer page of this website.

If your complaint is not resolved and you are unhappy with the way we are handling your information, you have a legal right to lodge a complaint with the Information Commissioners Office (ICO) at <https://ico.org.uk/concerns>

## **Contact Information**

If you have any questions, or wish to exercise your rights to find out what information we hold about you or to correct or cancel any information, please contact us as follows:

AH Homes Limited  
17-21 Cavendish Street  
Ramsgate  
Kent CT11 9AL  
Telephone: 01843 307098  
Email: [hello@ahhomes.co.uk](mailto:hello@ahhomes.co.uk)