

ONLINE VALUATION TOOL

PRIVACY STATEMENT

Controller's contact details

This online valuation tool (“**tool**”) is provided by Expert Agent (a trading name of Websky Limited) (“**we**”). We are registered in England and Wales under company number 03975262 and have our registered office at The Cooperage, 5 Copper Row, London SE1 2LH.

The website on which the tool appears belongs to the estate agent (the “**agent**”). If you have questions about the tool or the valuations it generates, you should contact the agent using the information available on the agent's website.

The agent is controller of any personal data you submit through the tool and we are a processor of those personal data on behalf of the agent.

If you have questions about how your personal data you provide using the tool are used, you should contact the agent using the information on the agent's website.

How does the tool collect information?

All the personal information processed by the agent is provided to the agent directly by you because you have entered the information into the tool to generate an instant online valuation for your property.

We do not keep a copy of the personal information you provide to the agent using the tool. We only keep information about the postcode and property attributes, which does not identify you in any way. We use this information to generate the online valuation you have requested, improve our online valuations in the future and to report to the agent – at an aggregated level – on how users are using the tool.

Your data protection rights

Under data protection law, you have rights. The rights available to you depend on the agent's reason for processing your information.

Your right of access

You have the right to ask the agent for copies of your personal information. This right always applies. There are some exemptions, which means you may not always receive all the information the agent processes. Find out more [here](#).

Your right to rectification

You have the right to ask the agent to rectify information you think is inaccurate. You also have the right to ask the agent to complete information you think is incomplete. This right always applies. Find out more [here](#).

Your right to erasure

You have the right to ask the agent to erase your personal information in certain circumstances. Find out more [here](#).

Your right to restriction of processing

You have the right to ask the agent to restrict the processing of your information in certain circumstances. Find out more [here](#).

Your right to object to processing

You have the right to object to processing if the agent can process your information because the processing is in the agent's legitimate interests. Find out more [here](#).

Your right to data portability

This applies only to information you have given to the agent. You have the right to ask that the agent transfer the information you gave it from one organisation to another or give it to you. This right only applies if the agent is processing information based on your consent or under, or in talks about entering into, a contract and the processing is automated. Find out more [here](#).

You are not required to pay any charge for exercising your rights. The agent has one month to respond to you.

If you wish to make a request, please contact the agent using the information on the agent's website.

Sharing your information

To find out whether the agent will share your information with any third parties, you should consult the agent's privacy policy, which may be available on the agent's website.

We are a processor on behalf of the agent and we provide the tool as part of the services we provide to the agent. The agent has a contract with us. This means that we cannot do anything with your personal information unless the agent has instructed us to do it. We will not share your personal information with any organisation apart from the agent and our sub-processor (see below). We will hold your information securely for the period the agent instructs.

In some circumstances we or the agent are legally obliged to share information (for example, under a court order). In any scenario, we or the agent will satisfy ourselves that we have a lawful basis on which to share the information and we are required to document our decision-making.

Sub-processor

We use a third-party hosting provider called [Cloud Heroes](#) to host the tool. We have a contract with Cloud Heroes. This means that Cloud Heroes cannot do anything with your personal information unless we have instructed Cloud Heroes to do it. Cloud Heroes holds your information securely for the period we instruct.

Purpose and legal basis for processing

The purpose of the tool is to enable you to generate an instant online sales and / or lettings valuation for your property and to put you in touch with the agent.

The agent will use the information you provide when you use the tool to contact you in relation to your valuation and your potential interest in selling or letting your property.

The legal basis on which the agent relies to process your personal data is Article 6(1)(f) of the EU General Data Protection Regulation ("GDPR"), which allows the agent to process personal data where it is necessary for the purposes of the agent's legitimate interests.

Where we or the agent are required to process your information to fulfil our legal obligations, our legal basis for doing so is Article 6(1)(c) of the GDPR as we and / or the agent have a legal obligation to process your information in this way.

How long we keep your information

For information about how long the agent keeps the information you provide using the tool, you should contact the agent using the contact details on the agent's website.

Links to other websites

This privacy statement does not cover how the agent processes personal information, nor does it cover how any other organisations process your information where we provide links to those organisations' websites. We encourage you to read the privacy notices on the other websites you visit.

Your right to complain

If you have queries or concerns about how your information is processed, you should contact the agent using the contact details on the agent's website.

If you remain dissatisfied, you can make a complaint about how the agent processes your personal information to the Information Commissioner's Office. Find out how [here](#).

Changes to this privacy statement

We keep our privacy statement under regular review to make sure it is up to date and accurate. Every time you wish to use the tool, please check this statement to make sure you understand the privacy statement that applies at that time.

Children's information

The tool is not intended for use by children, nor do we or the agent proactively collect their personal information. If you provide information about children through the tool, the information in the relevant parts of this notice applies to children as well as adults.