

Gascoyne Holdings ("We", "Us", "Our") is committed to protecting and respecting your privacy.

This policy (together with our terms of use and any other documents referred to on 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. We will retain information collected about you for as long as permitted for legitimate business purposes.

For the purpose of the Data Protection Act 1998 (the Act), the data controller is Gascoyne Holdings Limited, Hatfield Park Estate Office, The Melon Ground, Hatfield, Herts, AL9 5NB, United Kingdom.

Information We May Collect From You

We only collect personal information from you when you voluntarily submit it. This may be when you request services, complete a survey or if you report a problem with our site. If you contact us, we may keep a record of that correspondence.

We may also collect details of your visits to our site including, but not limited to, traffic data, location data, logs and other communication data, and the resources that you access.

IP Address and Cookies

We may collect information about your computer, including where available your IP address, operating system and browser type, for system administration. This is statistical data about our users' browsing actions and patterns, and does not identify any individual.

For the same reason, we may obtain information about your general internet usage by using a cookie file which is stored on the hard drive of your computer. Cookies contain information that is transferred to your computer's hard drive. They help us to improve our site and to deliver a better and more personalised service. They enable us:

- To estimate our audience size and usage pattern;
- To store information about your preferences, and so allow us to customise our site according to your individual interests;
- To speed up your searches; and,
- To recognise you when you return to our site.

You may refuse to accept cookies by activating the setting on your browser which allows you to refuse the setting of cookies. However, if you select this setting you may be unable to access certain parts of our site. Unless you have adjusted your browser setting so that it will refuse cookies, our system will issue cookies when you log on to our site.

Use Made of the Information

We use information held about you in the following ways:

- To ensure that content from our site is presented in the most effective manner for you and for your computer;

- To provide you with information, products or services that you request from us or which we feel may interest you, where you have consented to be contacted for such purposes; and,
- To carry out our obligations arising from any contracts entered into between you and us.

Reasons We Share Personal Data

We share your personal data with your consent or as necessary to complete any transaction or provide any product you have requested or authorised. We also share data with other companies and business units in the Gascoyne Holdings Group; when required by law or to respond to legal process; to protect our customers and tenants; to protect lives; to maintain the security of our products; and to protect the rights or property of Gascoyne Holdings.

Retention of Information

We will retain your information for as long as it takes to complete the service you requested from us. Once complete, your information will either be destroyed or transferred to our archive.

Access to Information

The Act gives you the right to access information held about you and request its deletion. To make a subject access request please contact our Records Manager on the details listed below. Subject access requests may be subject to a fee of £10.

To make a subject access request please write to: Records Manager, Estate Office, Melon Ground, Hatfield Park, Hatfield, AL9 5NB.

Changes to Our Privacy Policy

Any changes we may make to our privacy policy in the future will be posted on this Privacy Statement page.