

PRIVACY POLICY & COMPLIANCE

****Privacy Policy for MatchesProperty**

****Effective Date****: August 12, 2024

****1. Introduction****

MatchesProperty Ltd ("we", "our", "us") is committed to protecting and respecting your privacy. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit our website [www.matchesproperty.com] (<http://www.matchesproperty.com>), interact with our services, or use our online forms, including on social media platforms like Snapchat.

****2. Information We Collect****

We may collect and process the following data:

- ****Personal Identification Information****: Name, email address, phone number, and other contact details.
- ****Transaction Information****: Information about the services you purchase or inquiries you make.
- ****Usage Data****: Details of your visits to our website, including traffic data, location data, and other communication data.
- ****Cookies and Tracking Technologies****: We may use cookies and similar tracking technologies to track activity on our services and hold certain information.

****3. How We Use Your Information****

We may use the information we collect in the following ways:

- ****To Provide Services****: To provide you with the services or information you have requested.
- ****To Improve Our Services****: To improve our website, services, and user experience.
- ****Marketing****: To provide you with updates, promotions, and information about our services that may interest you, unless you have opted out of such communications.
- ****Legal Obligations****: To comply with legal obligations, resolve disputes, and enforce our agreements.

4. Sharing Your Information

We do not sell or trade your personal information to third parties. We may share your information with:

- ****Service Providers****: Third-party service providers who perform services on our behalf, such as hosting, marketing, or customer support.
- ****Legal Compliance****: To comply with legal requirements, prevent fraud, and protect the rights and safety of our company and customers.

5. Data Security

We use administrative, technical, and physical security measures to protect your personal information. However, no security system is impenetrable, and we cannot guarantee the security of our databases.

6. Your Rights

You have the following rights regarding your personal data:

- ****Access****: You have the right to request copies of your personal data.
- ****Correction****: You have the right to request that we correct any information you believe is inaccurate.
- ****Deletion****: You have the right to request that we delete your personal data under certain conditions.
- ****Opt-Out****: You have the right to opt-out of marketing communications at any time.

7. Cookies

We use cookies to enhance your experience on our website. You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can modify your browser setting to decline cookies if you prefer.

8. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. We will notify you of any changes by posting the new Privacy Policy on this page. You are advised to review this Privacy Policy periodically for any changes.

9. Contact Us

If you have any questions about this Privacy Policy, please contact us:

- ****Email****: [info@matchesproperty.com](info@matchesproperty.com)
- ****Phone****: 020 8508 9660
- ****Address****: MatchesProperty Ltd, 173 Barnfield Avenue, Kingston Upon Thames, Surrey, KT2 5RQ

COMPLIANCE AND LEGAL INFORMATION

Link to Complaints Procedure Document

1. Complaints Procedure (ICP)

How to File a Complaint:

At MatchesProperty, we are committed to providing excellent service, but we understand that occasionally things can go wrong. If you have a complaint, please follow our complaints procedure:

Alternatively, you can contact us directly at complaints@matchesproperty.com.

Note: Our complaints procedure below is in line with The Property Ombudsman's Code of Practice for Residential Estate Agents and Residential Letting Agents.

2. TPO Logo and Membership

We are proud members of The Property Ombudsman (TPO) scheme, which provides an independent redress service. To learn more about the TPO, visit their website.

For more information, please visit: [TPO Website] (<https://www.tpos.co.uk/>).

3. ICO Registration

As part of our commitment to data protection, MatchesProperty is registered with the Information Commissioner's Office (ICO).

You can view our ICO registration by visiting the ICO website [here] (<https://ico.org.uk/for-organisations/data-protection-fee/?page=7.html>).

This website uses cookies.

We use cookies to analyze website traffic and optimize your website experience. By accepting our use of cookies, your data will be aggregated with all other user data.

Decline

Accept

compliance

ndering (AML) regulations

AML supervision.

lease contact us at

transaction process, please

[/www.gov.uk/anti-money-](https://www.gov.uk/anti-money-)



5. Professional Indemnity Insurance (PI Insurance)

MatchesProperty holds Professional Indemnity Insurance to protect our clients. This policy covers claims related to professional negligence or other issues that may arise. For more information or to request a copy of our insurance schedule, please contact us.

[Download PDF >](#)

IN-HOUSE COMPLAINTS PROCEDURE

We are committed to providing a professional service to all our clients and customers. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

We will where appropriate, make reasonable adjustments for consumers who might be disadvantaged because of factors such as their age, infirmity, disability, lack of knowledge, lack of linguistic or numeracy ability, economic circumstances, bereavement or do not speak English as a first language.

If you have a complaint, please put it in writing, including as much detail as possible. We will then respond in line with the timeframes set out below (if you feel we have not sought to address your complaints within eight weeks, you may be able to refer your complaint to the Property Ombudsman to consider without our final viewpoint on the matter).

What will happen next?

- We will send you written acknowledgment of the receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure.
- We will then investigate your complaint. This will normally be dealt with by the office manager who will review your file and speak to the member of staff who dealt with you. A formal written outcome of our investigation will be sent to you within 15 working days of receipt of the original complaint.
- If, at this stage, you are still not satisfied, you should contact us again and we will arrange for a separate review to take place by a senior member of staff.
- We will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter.
- If you are still not satisfied with our final viewpoint (or more than 8 weeks has elapsed since the complaint was first made) you can request an independent review from The Property Ombudsman without charge.

**The Property Ombudsman
Milford House
43-55 Milford Street
Salisbury
Wiltshire
SP1 2BP**

01722 333 306

www.tpos.co.uk

[Make a Complaint - The Property Ombudsman \(tpos.co.uk\)](http://www.tpos.co.uk)

Please note the following:

You will need to submit your complaint to The Property Ombudsman within 12 months from the date of our final viewpoint, including any evidence to support your case.

The Property Ombudsman requires that all complaints are addressed through this in-house complaint procedure, before being submitted for an independent review.

TPOE102-1

TPO Logo



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Privacy Policy