

## Privacy Policy

### Introduction

Quickmove Properties is committed to ensuring that your privacy is protected. This privacy policy explains how we use the information we collect about you, how you can instruct us if you prefer to limit the use of that information and procedures that we have in place to safeguard your privacy.

Our app is a product licensed from & managed by Moovshack limited and they may also collect your personal data for the purposes of creating your app profile and your user account as well as to facilitate various communication-based features like messaging, viewing scheduling and other related features. If you decide against sharing your personal data, you can choose to use the app solely in guest mode where no data is required.

### Why personal data is collected

When you register in our mobile app for our property buying services with the voluntary submission of personal data, it enables us to deal with your enquiry effectively and to communicate with you on any matter relating to the provision of our services.

We need to know your name, email address and telephone number to send you information about relevant park network partners and related property purchase services. Following registration, customers will be contacted by phone, text or email to understand their exact requirements so that only suitable properties and property services can be provided that may be of interest. You may indicate your initial contact preference in the COMMENTS section of the app registration form.

Registered customers are free to change the personal data specified during the registration at any time, or to exercise their right to be forgotten and request their personal data be completely deleted through the right of erasure.

If you are subsequently interested in a property part exchange offer, we will also require details of the relevant property to process any subsequent offer and purchase.

### The information we collect

Personal data, or personal information means any information about an individual from which that person can be identified. It does not include data where the identity has been removed (anonymous data).

We may collect, use, store and transfer different kinds of personal data about you which we have grouped together as follows:

- **Identity Data:** Includes first name, maiden name, last name or similar identifier, marital status, title, date of birth and gender.
- **Contact Data:** Includes postal address, email address and telephone numbers.
- **Profile Data:** Includes your preferences on how to be contacted.
- **Technical Data:** Includes browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform and other technology on the devices you use to access our mobile app.
- **Usage Data:** Includes information about how you use our app.

We also collect and use Aggregated Data such as statistical or demographic data for any purpose. Aggregated data may be derived from your personal data but is not considered personal data in law as this data does not directly or indirectly reveal your identity. For example, we may aggregate your usage data to calculate the percentage of users accessing a specific feature.

This app is not intended for children and we do not knowingly collect data relating to children.

If you are unable to provide personal data

Where we need to collect personal data by law, or under the terms of a contract we have with you and you are unable to provide that data when requested, we may not be able to progress with certain of our services.

How we use your personal data

The data you provide Quickmove Properties will only be used to provide our home buying services which may include arranging a property viewing or making a property part exchange offer. We will only use your personal data when the law allows us to. Most commonly, we will use your personal data in the following circumstances:

- Where we need to perform the contract we are about to enter into, or have entered into with you.
- Where it is necessary for our legitimate interests, and your interests and fundamental rights do not override those interests.
- Where we need to comply with a legal or regulatory obligation.

In order to provide our park home viewing service, it may be necessary to share a limited amount of your personal contact information to the relevant park operator.

For our part exchange services it may be necessary to share a limited amount of your personal contact information with relevant third parties, such as but not limited to park operators, solicitors, surveyors and estate agents. This information is shared solely for you to progress with the service you have requested and will never be shared with other types of third parties.

Subscription to email newsletters

Quickmove Properties app users are given the opportunity to subscribe to our email newsletter, containing news about parks, properties, shows and open events that may be of interest to data subjects.

The personal data collected as part of a registration for e-newsletters will only be used to send out email newsletters. You can opt out of receiving these at any time by using the 'unsubscribe' link on the emails or by telephone/post to Quickmove.

Data Retention – How long we keep your data

Quickmove Properties will retain all personal data for as long as the individual is a customer of the company plus 6 years. This is subject to any overriding legal or regulatory requirements.

Any customer of Quickmove Properties has the 'right to be forgotten'. If you would like your personal data to be removed from our system, you can do so by making a written request to:

**Email:** [dataprotection@quickmoveproperties.co.uk](mailto:dataprotection@quickmoveproperties.co.uk)

**Post:** Data Protection Officer

Quickmove Properties

15 Interface Business Park

Bincknoll Lane

Royal Wootton Bassett

Wiltshire, SN4 8SY

## Data Subject Right – Your rights to access personal information

In accordance with GDPR, an individual has the right on request, to receive a copy of the personal information held by Quickmove Properties and to request that any inaccurate data be corrected or removed.

### **As a customer of Quickmove Properties, your personal rights are:**

- To be told by the Company what information they hold and for what purpose your personal data is being processed.
- To be given a description of the data held and the recipients to whom it may be disclosed.
- To have explained in an intelligible form the personal data concerned and any information available as to the source of the data.

Upon written request to the company's Data Protection Officer, we will provide a statement regarding the personal data held about you.

## Changes to your details

If any of the information that you have provided to Quickmove Properties changes, for example if you change your e-mail address, telephone number or name, please let us know by sending an e-mail to [dataprotection@quickmoveproperties.co.uk](mailto:dataprotection@quickmoveproperties.co.uk) or by sending a letter to Data Protection Officer, Quickmove Properties, 15 Interface Business Park, Bincknoll Lane, Royal Wootton Bassett, SN4 8SY.

## Changes to this Privacy Policy

Quickmove Properties reserve the right to amend or modify this Privacy Policy at any time and any changes will be published in our mobile app. If we make significant changes to this policy, we may also notify you by other means such as sending an email. Where required by law we will obtain your consent to make these changes. If you do not agree with any changes, please do not continue to use our app and let us know that you wish to have your personal data deleted.

### App analytics and performance:

We use analytics to help us understand how our app is being used in order to improve user experience. User data is anonymous.

## How we protect your information

We use firewalls to prevent unauthorised external access to our systems and data. We also keep your information confidential. The internal procedures of Quickmove Properties cover the storage, access and disclosure of your information.

Telephone calls – Calls may be recorded for internal training and monitoring purposes only. Any call recordings are anonymised and deleted after review.

## Breach of personal data and Complaints

If you feel your personal data has been misused or you feel that we have not kept your personal details secure, you should contact our Data Protection Officer in the first instance to log a complaint.

If you are unhappy with our response or you need any further advice, you should contact the Information Commissioner's Office (ICO) on the details below:

ICO Helpline  
Telephone: 0303 123 1113

The ICO can investigate your claim and take action against anyone who has misused your personal data.

**Company Structure:**

Quick Move Properties Ltd is Registered in England No.3589492

The registered office address is: 15 Interface Business Park, Bincknoll Lane, Royal Wootton Bassett, Wiltshire, SN4 8SY

[www.quickmoveproperties.co.uk](http://www.quickmoveproperties.co.uk)

How to contact Quickmove Properties

If you have any enquires about this privacy policy please contact us at:

**Email:** [dataprotection@quickmoveproperties.co.uk](mailto:dataprotection@quickmoveproperties.co.uk)

**Postal:** Quickmove Properties

15 Interface Business Park

Bincknoll Lane

Royal Wootton Bassett

Wiltshire, SN4 8SY

**Telephone:** 01793 840917

**Moovshack Limited**

Moovshack is registered with the Information Commissioners Office (ICO) and their registration number is: **ZA288490** and they may be contacted on [support@moovshack.com](mailto:support@moovshack.com)

This policy is effective as of 01/06/2024

