

We are committed to preserving the privacy of all visitors to our website.

By registering, placing an order or creating a transaction on our website or services, you consent to the collection, use and transfer of your information and the data you provide, under the terms of this policy unless you expressly inform us otherwise.

How we use your information

This Privacy Policy tells you what to expect when Property Information Exchange Ltd (PIE) collects personal information. It applies to information we collect about:

- Visitors to our websites
- People who use our services, e.g. our Clients and our Clients' Customers
- People we E-market to
- People we speak to by telephone
- People who email us
- Complainants and other related individuals

Visitors to our websites

When someone visits our website we may collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. We collect this information in a way which does not identify anyone. We do not make any attempt to find out the identities of those visiting any of our websites. We will not associate any data gathered from this site with any personally identifying information from any source. If we do need to collect personally identifiable information through our website, we will be explicit and make it clear when we collect personal information and will explain what we intend to do with it.

Use of cookies

This site may use some unobtrusive cookies to store information on your computer.

Some cookies on this site are essential, and the site won't work as expected without them. These cookies are set when you submit a form, login or interact with the site by doing something that goes beyond clicking on simple links.

We also use some non-essential cookies to anonymously track visitors or enhance your experience of the site. If you're not happy with this, we won't set these cookies but some features of the site may be unavailable.

To control third party cookies, you can adjust your browser settings.

People who use our services

PIE offers various services to businesses and consumers. We have to hold the details of the people who have requested the service in order to provide it. We only use these details and share them with Third Parties in order to fulfil the provision of the service the person has requested and for other closely related purposes. For example, we might use information about people who have requested a service to carry out a survey to find out if they are happy with the level of service they received.

Payments made by Debit or Credit Card

Payment Card Industry Data Security Standard (PCI DSS) compliance is designed to protect businesses and their customers against payment card theft and fraud. PIE does not store Credit or Debit Card data electronically or in paper format and is certified PCI DSS Compliant by Security Metrics.

E-marketing

We use a third party provider, MailChimp, to deliver e-marketing and important service notifications. We gather statistics around email opening and clicks using industry standard technologies to help us monitor and improve our e-marketing. For more information, please see MailChimp's Privacy Policy.

People we speak to by telephone

When you call PIE we may record and monitor the call to maintain customer service standards and to assist staff training.

People who email us

Any email sent to us, including any attachments, may be monitored and used by us for reasons of security and for monitoring compliance with office policy. Email monitoring or blocking software may also be used. Please be aware that you have a responsibility to ensure that any email you send to us is within the bounds of the law.

People who make a complaint to us

When we receive a complaint from a person we make up a file containing the details of the complaint. This normally contains the identity of the complainant and any other individuals involved in the complaint.

We will only use the personal information we collect to process the complaint and to check on the level of service we provide. We do compile and publish statistics showing information like the number of complaints we receive, but not in a form which identifies anyone.

We usually have to disclose the complainant's identity to whoever the complaint is about. If a complainant doesn't want information identifying him or her to be disclosed, we will try to respect that. It may however not be possible to handle a complaint on an anonymous basis.

We will keep personal information contained in complaint files as long as necessary to fulfil the service. It will be retained in a secure environment and access to it will be restricted according to the 'need to know' principle.

Similarly, where enquiries are submitted to us we will only use the information supplied to us to deal with the enquiry and any subsequent issues and to check on the level of service we provide.

Safeguarding Your Information

To protect your information, we use the latest 128-bit Secure Socket Layer (SSL) technology for secure transactions. Users' accounts require a username, password and sometimes a PIN to log in. You must keep your username and password secure, and never disclose it to a third party. Account passwords are encrypted, which means we can't see your passwords. We can't resend forgotten passwords either. We can only reset them.

Complaints or queries

PIE tries to meet the highest standards when collecting and using personal information. For this reason, we take any complaints we receive about this very seriously. We encourage people to bring it to our attention if they think that our collection or use of information is unfair, misleading or inappropriate.

This Privacy Policy does not provide exhaustive detail of all aspects of PIE's collection and use of personal information. We are however happy to provide any additional information or explanation needed. Any requests for this should be sent to the address below.

Access to personal information

Individuals can find out if we hold any personal information by making a 'subject access request' under the Data Protection Act 1998. If we do hold information about you, we will:

- Give you a description of it.
- Tell you why we are holding it.
- Tell you who it could be disclosed to.
- Let you have a copy of the information in an intelligible form.

To make a request to PIE for any personal information we may hold you need to put the request in writing to the address provided below.

When providing you with personal information or dealing with a request to update your information which we hold, we may require you to verify your identity before we will action your request.

If you agree, we will try to deal with your request informally, for example by providing you with the specific information you need over the telephone.

If we do hold information about you, you can ask us to correct any mistakes by putting a request in writing to the address provided below.

Links to other websites

This Privacy Policy does not cover the links within this site linking to other websites. We encourage you to read the privacy statements on the other websites you visit.

Changes to this Privacy Policy

We keep our Privacy Policy under regular review. This Privacy Policy was last updated on 1st September 2016.

How to contact us

If you want to request information about our Privacy Policy you can write to:

The Data Protection Officer
Property Information Exchange Ltd
Wyvols Court
Swallowfield
Reading, RG7 1WY