

## **DISCLAIMER & PRIVACY POLICY**

### **General**

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You agree that we may collect, store, and use information about you in accordance with our Privacy Policy.

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We reserve the right in our sole discretion to deny users access to our site or any part of our site without notice and to decline to provide the service to any user that is in breach of these terms and conditions of use.

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Certain links, including hypertext links, in our site will take you outside our site. Links are provided for your convenience and inclusion of any link does not imply endorsement or approval by us of the linked site, its operator or its content. We are not responsible for the content of any website outside our site.

## **Variations**

We reserve the right at any time without notice to revise the content of our website (including the services offered by us) and these terms and conditions. Any changes to these terms and conditions will be posted on our site and by continuing to use our site following any such change you will signify that you agree to be bound by the revised terms and conditions of use.

## **Applicable law and jurisdiction**

These terms and conditions shall be governed by and interpreted in accordance with English law and subject to the exclusive jurisdiction of English courts.

## **Privacy Policy**

By continuing to use this site you agree to us providing to you the information you have requested above and confirm that you have read and agree to the use of your information as set out in the following Privacy Policy:

Arnolds Chartered Surveyors, a Partnership, 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.

## **The information we collect and how we use it**

When you contact us, request publications or register interest we need to know your name, postal address, E-mail address, telephone number and facsimile number.

We gather this information to allow us to process your registration, any orders you may make and any offers you make for a property. The relevant information is then used by us, our agents and sub-contractors to provide any services requested by you and to communicate with you on any matter relating to the provision of the service in general.

We may also use aggregate information and statistics for the purpose of monitoring website usage in order to help us develop the website and our services and may provide such aggregate information to third parties. These statistics will not include information that can be used to identify any individual.

From time to time we may provide you with information to our customer service agencies for research and analysis purposes so that we can monitor and improve the services we provide. We or our agents and sub-contractors may contact you by post, E-mail or telephone to ask you for your feedback and comments on our services.

Your personal information may be used by us and other business carefully selected by us to contact you in writing, by telephone or by E-mail to offer you content, advertisements, products and services that we believe may be of interest to you. You can opt out of receiving any contact for marketing purposes any time by sending an E-mail to [marketing@arnolds.uk.com](mailto:marketing@arnolds.uk.com).

We may also wish to provide you with information about special features of our website or any other service or products we think may be of interest to you. If you would rather not receive this information, please send a blank E-mail message to [marketing@arnolds.uk.com](mailto:marketing@arnolds.uk.com).

We may also want to provide you with related information from third parties we think may be of interest to you. If you would rather not receive this information, please send an E-mail to [marketing@arnolds.uk.com](mailto:marketing@arnolds.uk.com).

We may also provide your information to carefully selected third parties whose products or services we believe may be of interest to you. If you do not wish us to disclose your information in this way, please send an E-mail to [marketing@arnolds.uk.com](mailto:marketing@arnolds.uk.com).

### **Our use of cookies**

A cookie is a small text file written to your machine by a web server. The information in this file is used to identify you to the server and aid your navigation through our site.

We make use of cookies to gather important information about how users move around the site. This enables us to understand how the site is used and to make improvements.

If you are concerned about cookies you have the ability through your browser to either reject all cookies or to provide a warning before any cookie is loaded on to your computer but if you decide to reject cookies you may find that you will not be able to take full advantage of some of the features and services in the [arnolds.uk.com](http://arnolds.uk.com) website.

### **How we protect your information**

The internet is not a secure medium. We use the most up to date technologies to protect the information you give us. We also keep your information confidential. The internal procedures of Arnolds Chartered Surveyors cover the storage, access and disclosure of your information.

### **Sale of business**

If this business is sold or integrated with another business your details may be disclosed to our advisers and any prospective purchasers and their advisers and will be passed on to the new owners of the business.

## **Updating your details**

If any of the information that you have provided to Arnolds Chartered Surveyors changes, for example if you change your E-mail address, name or contact details or if you wish to cancel your registration, please let us know the correct details by sending an E-mail to [marketing@arnolds.uk.com](mailto:marketing@arnolds.uk.com) or by sending a letter to Website Manager, Arnolds Chartered Surveyors, 34-36 Prince of Wales Road, Norwich, NR1 1LH.

## **Your consent**

By submitting your information you consent to the use of that information as set out in this policy. If we change our privacy policy we will post the changes on this page, and may place notices on other pages of the website, so that you may be aware of the information we collect and how we use it at all times. Continued use of the service will signify that you agree to any such changes.

Owing to the global nature of the Internet infrastructure, the information you provide may be transferred in transit to countries outside the European Economic Area that do not have similar protections in place regarding your data and its use as set out in this policy. However, we have taken the steps outlined above to try to improve the security of your information. By submitting your information you consent to these transfers.

## **Access to your records**

You have a right to be told what personal information we hold about you. If you wish to see a copy of the information we hold about you please write to Arnolds Chartered Surveyors, 34-36 Prince of Wales Road, Norwich, NR1 1LH. A small administrative charge may be made for fulfilling this request

## **How to contact Arnolds Chartered Surveyors**

We welcome your views about our website and our privacy policy. If you would like to contact us with any queries or comments please send an E-mail to [marketing@arnolds.uk.com](mailto:marketing@arnolds.uk.com) or write to Arnolds Chartered Surveyors, 34-36 Prince of Wales Road, Norwich, NR1 1LH.

**A list of Partners of the firm is available for viewing at our Head Office, 34-36 Prince of Wales Road, Norwich NR1 1LH.**

## **Registered office address:**

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34-36 Prince of Wales Road  
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NR1 1LH  
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