

Moon & Co Privacy Policy

Who we are

We are Moon & Co Sales Limited (company number 10690619) and Moon & Co (Caldicot) Limited (company number 04869179) and our address is 10 Bank Street, Chepstow, Mon NP16 5EN (referred to as "we" or "us" or "our"). We are the providers of the website www.thinkmoon.co.uk (referred to as the "Site"). Our VAT number is 268806366 – Moon & Co Sales Ltd, 891236119 – Moon & Co (Caldicot) Ltd

A reference to "you" or "your" is a reference to a user of the Site or any of our services.

INTRODUCTION

We are committed to protecting your privacy. This privacy policy (referred to as the "Policy") explains how and for what purposes we use the information collected about you. Please read this Policy carefully. By using this Site and any services we offer via this Site, you are agreeing and consenting to the processing of your data as set out below. We sometimes use your data to provide additional marketing or communication services but you can always opt out of this.

This Policy only relates to the personal information that we collect about you from the Site or from third parties such as social media companies

CONTACTING US

If you would like to opt out of marketing and communications from us and our nominated third parties, please contact us via email at sales@thinkmoon.co.uk or lettings@thinkmoon.co.uk, alternatively please write to Moon & Co., 10 Bank Street, Chepstow, Monmouthshire. NP16 5EN.

If you have any questions about this Policy or our use of your personal information, or if you wish to unsubscribe from marketing and communication messages from us or would like to submit a subject access request, please contact us via email at sales@thinkmoon.co.uk or lettings@thinkmoon.co.uk, alternatively please write to Moon & Co., 10 Bank Street, Chepstow, Monmouthshire. NP16 5EN.

WHAT PERSONAL DATA DO WE COLLECT ABOUT YOU?

Information you give us: We will collect the information that you give to us when using our Site. If you choose to access a particular search feature or to fill in a form on the Site, you may be asked to provide information about yourself, such as your name and contact details. We may also collect other information about you at the same time, such as details of the sort of property you are interested in, the cost and location of the property etc. We will also collect information that you provide to us when you register at Moon & Co., request property or email updates. We will also collect information that you provide to us by corresponding with us by phone, e-mail or otherwise.

Information we collect about you: This is different to "information you give us" because it relates to technical data that we collect. So for example, we may collect technical information that has the potential to identify you, such as the internet protocol (IP) address used to connect your computer to the internet, your login information, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform. We may also collect information about your visit, including the full uniform resource locators (URL) clickstream to, through and from our Site (including date and time), products you viewed or searched for, page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling, clicks and mouse-overs).

Information we receive about you from third parties: We may receive information about you if you use any of the other websites we are linked to. In this case we will have informed you, when we collected that data, that it may be shared internally and combined with data collected on this Site.

WHAT DO WE DO WITH YOUR PERSONAL DATA?

Main Uses of Your Data

This section of the Policy describes the things that we do with your data which relate directly to your use of the Site and our services. They are the things that we hope you would expect us to do with your information. We will use your information:

- to provide the services available on our Site to you;
- This may include contacting you about other relevant properties, adding you to their enquiry database for future contact and offering you their additional services;
- customise and enrich your experience on our Site;
- to contact you for your views on our services and to notify you occasionally about important changes to our Terms of Use or this Policy or developments to this Site or our services; and

Technical Uses

This section of the Policy describes the things that we do with your data that arise from our monitoring of the Site and the collection of your information whilst using the Site. We may use this information:

- to identify patterns that we can use in our marketing strategy and to help us develop, administer, support and improve our services and features and adverts;
- to conduct reviews that assist us in the improvement and optimisation of our Site;
- to ensure that content from our Site is presented in the most effective manner for you and for your computer;
- to administer our Site and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes; and
- As part of our efforts to keep our Site safe and secure.

We may combine technical information with other information that we have about you to help us with our processing of your information as described in this Policy.

YOUR RIGHTS

You have the right to ask us not to process your personal data at any time.

You have the right to use our Site without consenting to marketing and communication services that we provide. We will inform you (before collecting your data) if we intend to use your data for such purposes or if we intend to disclose your information to any third party for such purposes. We always use the most recently submitted form to be your current consent status. If you are a registered user, but not signed in when you submit a form, we will not be able to use your saved settings so will deem your consent choice to be as per the form you submit at the time. You can exercise your right to prevent such processing by ticking certain boxes on the forms we use to collect your data. You can also exercise the right at any time by contacting Moon & Co, 01 Bank St, Chepstow, Monmouthshire. NP16 5EN

The Data Protection Act 1998 (DPA) gives you the right to access information held about you. Your right of access can be exercised in accordance with the DPA. Any access request may be subject to a fee of £10 to meet our costs in providing you with details of the information we hold about you.

COOKIES AND TRACKING

Like many websites, we use "cookies" to enable us to personalise your visits to our Site, simplify the signing-in procedure, keep track of your preferences and to track the usage of our Site.

CHANGES TO THIS POLICY

Any changes we may make to this Policy in the future will be posted on this page and, where appropriate, notified to you by e-mail. Please check back frequently to see any updates or changes to this Policy.