

PRIVACY POLICY

This Privacy Policy applies between you, the user of this Website, and the owner and provider of this Website. Al Bastaki Property takes the privacy of your information very seriously. This Privacy Policy applies to our use of any and all Data collected by us or provided by you in relation to your use of the Website and our services.

Please read this Privacy Policy carefully.

Definitions and interpretation

1. In this Privacy Policy, the following definitions are used:

Data	collectively all information that you submit to us via the Website or separately by email. This definition incorporates, where applicable, the definitions provided in the Data Protection Laws;
Data Protection Laws	any applicable law relating to the processing of personal Data, including but not limited to the GDPR, the Data Protection Act 2018 and any national implementing and supplementary laws, regulations and secondary legislation;
GDPR	the UK General Data Protection Regulation;
Al Bastaki Property, we or us	
User or you	any third party that accesses the Website and is not either (i) employed by us and acting in the course of their employment or (ii) engaged as a consultant or otherwise providing services to us and accessing the Website in connection with the provision of such services; and
Website	the website that you are currently using, https://www.albastakiproperty.uk/ and any sub-domains of this site unless expressly excluded by their own terms and conditions.

2. In this Privacy Policy, unless the context requires a different interpretation:

- a. the singular includes the plural and vice versa;
- b. references to sub-clauses, clauses, schedules or appendices are to sub-clauses, clauses, schedules or appendices of this Privacy Policy;
- c. a reference to a person includes firms, companies, government entities, trusts and partnerships;
- d. "including" is understood to mean "including without limitation";

- e. reference to any statutory provision includes any modification or amendment of it;
- f. the headings and sub-headings do not form part of this Privacy Policy.

Scope of this Privacy Policy

3. This Privacy Policy applies only to the actions of us and Users. It does not extend to any websites that can be accessed from this Website including, but not limited to, any links we may provide to social media websites.
4. For purposes of the applicable Data Protection Laws, Al Bastaki Property is the "data controller". This means that we determine the purposes for which, and the manner in which, your Data is processed.

Personal data we collect about you and why

5. The personal data we collect about you depends on the particular services we provide to you. We will collect and use the following personal data about you:
 - your name and contact information, including email address and telephone number
 - information to check and verify your identity
 - your billing information
 - address

If you do not provide personal data we ask for, it may delay or prevent us from providing services to you.

Under data protection laws, we can only use your personal data if we have a proper reason, eg:

- where you have given consent;
- to comply with our legal and regulatory obligations;
- for the performance of a contract with you or to take steps at your request before entering into a contract; or
- for our legitimate interests or those of a third party.

Who we share your personal data with

6. We routinely share personal data with:
 - third parties we use to help deliver our services to you, e.g., payment service providers, warehouses and delivery companies;

- other third parties we use to help us run our business, e.g., marketing agencies or website hosts;
- Other professionals in the course of the engagement, such as estate agents and Law firms.
- our professional advisors (such as lawyers and other advisors), in which case the recipient of the information will be bound by confidentiality obligations;
- law enforcement agencies, courts, tribunals and regulatory bodies to comply with our legal and regulatory obligations;

How we collect Data

7. We collect Data in the following ways:
 - i. data is given to us by you; and
 - ii. data is collected automatically.

Data that is given to us by you

8. Al Bastaki Property will collect your Data in a number of ways, for example, when you contact us through the Website, by telephone, e-mail or through any other means; and in each case, in accordance with this Privacy Policy.

Data that is collected automatically

9. To the extent that you access the Website, we will collect your Data automatically, for example:
 - a. we automatically collect some information about your visit to the Website. This information helps us to make improvements to Website content and navigation, and includes your IP address, the date, times and frequency with which you access the Website and the way you use and interact with its content.
 - b. Cookies - A cookie is a small text file which is placed onto your device (eg computer, smartphone or other electronic device) when you use our website. Necessary cookies help make our website usable by enabling basic functions like page navigation and access to secure areas of our website and cannot function without them. Preference cookies enable our website to remember information that changes the way the website behaves or looks, like your preferred language or the region that you are in, essentially helps us recognise you and your device and store some information about your preferences. You can opt out of these from the cookies banner that props up when you first access our website.

For further information on **cookies** generally, including how to control and manage them, visit the [guidance on cookies](#) published by the UK Information Commissioner's Office, www.aboutcookies.org or www.allaboutcookies.org.

Keeping Data secure

10. We will use technical and organisational measures to safeguard your Data, for example, we store your Data on secure servers.
11. Technical and organisational measures include measures to deal with any suspected data breach. If you suspect any misuse or loss or unauthorised access to your Data, please let us know immediately by contacting us via this e-mail address: fatima@albastakiproperty.uk
12. If you want detailed information from Get Safe Online on how to protect your information and your computers and devices against fraud, identity theft, viruses and many other online problems, please visit www.getsafeonline.org. Get Safe Online is supported by HM Government and leading businesses.

Data retention

13. Unless a longer retention period is required or permitted by law, we will only hold your Data on our systems for the period necessary and in line with our retention schedule.
14. Even if we delete your Data, it may persist on backup or archival media for legal, tax or regulatory purposes.

Your rights

15. You have the following rights in relation to your Data:
 - a. **Right to access** - the right to request (i) copies of the information we hold about you at any time, or (ii) that we modify, update or delete such information. If we provide you with access to the information we hold about you, we will not charge you for this, unless your request is "manifestly unfounded or excessive." Where we are legally permitted to do so, we may refuse your request. If we refuse your request, we will tell you the reasons why.
 - b. **Right to correct** - the right to have your Data rectified if it is inaccurate or incomplete.
 - c. **Right to erase** - the right to request that we delete or remove your Data from our systems.
 - d. **Right to restrict our use of your Data** - the right to "block" us from using your Data or limit the way in which we can use it.
 - e. **Right to data portability** - the right to request that we move, copy or transfer your Data.
 - f. **Right to object** - the right to object to our use of your Data including where we use it for our legitimate interests.

16. To make enquiries, exercise any of your rights set out above, or withdraw your consent to the processing of your Data (where consent is our legal basis for processing your Data), please contact us via this e-mail address: fatima@albastakiproperty.uk.
17. If you are not satisfied with the way a complaint you make in relation to your Data is handled by us, you may be able to refer your complaint to the relevant data protection authority. For the UK, this is the Information Commissioner's Office (ICO). The ICO's contact details can be found on their website at <https://ico.org.uk/>.
18. It is important that the Data we hold about you is accurate and current. Please keep us informed if your Data changes during the period for which we hold it.

Links to other websites

19. This Website may, from time to time, provide links to other websites. We have no control over such websites and are not responsible for the content of these websites. This Privacy Policy does not extend to your use of such websites. You are advised to read the Privacy Policy or statement of other websites prior to using them.

General

20. You may not transfer any of your rights under this Privacy Policy to any other person. We may transfer our rights under this Privacy Policy where we reasonably believe your rights will not be affected.
21. If any court or competent authority finds that any provision of this Privacy Policy (or part of any provision) is invalid, illegal or unenforceable, that provision or part-provision will, to the extent required, be deemed to be deleted, and the validity and enforceability of the other provisions of this Privacy Policy will not be affected.
22. Unless otherwise agreed, no delay, act or omission by a party in exercising any right or remedy will be deemed a waiver of that, or any other, right or remedy.
23. This Agreement will be governed by and interpreted according to the law of England and Wales. All disputes arising under the Agreement will be subject to the exclusive jurisdiction of the English and Welsh courts.

Changes to this Policy

24. Al Bastaki Property reserves the right to change this Privacy Policy as we may deem necessary from time to time or as may be required by law. Any changes will be immediately posted on the Website and you are deemed to have accepted the terms of the Privacy Policy on your first use of the Website following the alterations. You may contact us by email at fatima@albastakiproperty.uk

This Privacy Policy was created on 07/04/2022. Al Bastaki Property is registered as a Data Controller under ZA862843 with the Information Commissioners Office.