

Lambert Smith Hampton online Auction Platform Privacy policy

Who we are

We are Lambert Smith Hampton Group Limited. We are registered in the United Kingdom, and our head office located at United Kingdom House, 180 Oxford Street, London, W1D 1NN.

Introduction

We are committed to protecting your privacy. This policy explains how and for what purposes we use the information collected about you via our online auction platform accessible at www.lshauctions.co.uk (referred to below as "the website"). Please read this privacy policy carefully. By using 'the website' and any services we offer via the website, you are agreeing to be bound by this policy in respect of the information collected about you via the website.

If you have any queries or comments about the policy, our use of your personal information or wish to unsubscribe from messages from us, please email us on onlineauctions@lsh.co.uk. You can also unsubscribe using the unsubscribe link at the foot of any emails you receive.

In general, we use the information we collect about you to:

- Inform you about products and services that you may be interested in
- Forward to you information that you have specifically opted in to receive
- Allow you to make use of our online services including, without limitation, our online auction platform
- Ask you to take part in occasional surveys that will help us to improve our service delivery

Personal information collected

When you visit, register or use the services on the website, you may be asked to provide certain information about yourself, including your name and your contact details. For the purposes of your registration with and use of our online auction platform, we may ask you to provide further information and copy documents which may include identification information and documents. We may also collect information about how you use the website including your searches, the properties and pages you look at, and bids that you place and transactions into which you may enter. Finally, we may also collect information from any correspondence that you have with us. Collectively, we refer to this as "**Your Information**".

All of the forms where you might enter personal information on the website have tick box options to enable you to specify your consent (or otherwise) to our use of Your Information, however, some features of the website will not be available unless appropriate consents are provided and information and documents submitted.

The following features, by their nature, require and make use of personally identifiable information.

Registering with us

If you register with the website service we save the details you provide and use them to enable us to personalise the service we offer to you and facilitate the use of the website. We also collect, store and process Your Information for the purposes of identifying you and, where applicable, any persons whom you represent to the extent required by us in order to comply with our obligations under applicable anti-money laundering regulations (and any related, applicable legislation, rules or regulations). We reserve the right (in our absolute discretion) to make further due diligence enquiries, with respect to you or any person whom you represent. You can update the details at any time via the website.

Saving properties

If you register with the website, we may anonymously aggregate details of your use of the website and the properties and listings in which you have shown an interest, but we will not make available to third parties any personal data relating individual users.

Who has access to the information you provide or we collect

We retain access to all personal information that we have collected from you.

If our business enters into a joint venture with or is sold to or merged with another business entity, Your Information may be disclosed to our new business partners or owners.

If we offer or supply a service to you that is provided on our behalf by a third party we may have to pass Your Information to them in order to deliver the service. By using the website you consent to us providing Your Information to the third parties licensed by us to provide such services. We may also use third parties to provide services on our behalf which may include processing (but not using themselves) Your Information, for example, where we engage a third party provider of technical services such as web-hosting and support and maintenance in respect of the website. In either case, we will not pass your data to anyone who is not registered with the Data Protection Act or is not subject to these or similar provisions in our contract with them and we will not allow the third party to use Your Information otherwise than in accordance with our instructions as required for the operation of the website.

We will not otherwise disclose, sell or distribute Your Information to any third party without your permission unless we are required to do so by law.

Access to, changing or removing the information we hold

Users of the website can request we provide them with a copy of the personally identifiable information we hold by emailing onlineauctions@lsh.co.uk. You may ask us to make any necessary changes to ensure that such information is accurate and kept up-to-date. We may charge a small administration fee to cover the data search, preparation and delivery.

Cookies and tracking

Like many websites, we use "cookies" to enable us to personalise your visits to this website, simplify the signing-in procedure, keep track of your preferences and to track the usage of this website. Cookies are small pieces of information that are stored in the hard drive of your computer by your browser. Your browser will have the option to prevent websites using cookies (your browser's help screen or manual will tell you how to do this), but please note that this may reduce the functionality of the website and other websites.

Further information about the cookies we use is available in our Cookie Policy page www.lsh.co.uk/cookies

Like all websites, our servers automatically record 'log files' containing information about the volume and characteristics of our website traffic e.g. IP address, numbers of pages viewed, length of time spent on site. We use log files to build pictures of how the website is used that help us to monitor and improve the service. We cannot identify you from your log files.

Security, storage and transfer of information

We follow strict security procedures to ensure that your personal information is not damaged, destroyed, or disclosed to a third party without your permission and to prevent unauthorised access to it. The computers that store the information are kept in a secure facility with restricted physical access and we use secure firewalls and other measures to restrict electronic access. If we are working with third parties we will require them to have in place similar measures to protect Your Information.

All of the information we collect or record is restricted to our offices. Only employees who need the information to perform a specific job are granted access to personally identifiable information.

Your Information will not be transferred outside of the European Economic Area.

We will retain Your Information for a reasonable period or for as long as is required by law.

Property Details Displayed on LSH

If you or your employer or any other person whom you may represent are the owner or seller of a property asset or land being displayed for sale on our website this is because you, your employer or the sub-agent or such represented person have chosen to use the website for the sale of your property or land and you or such person(s) have a contract with us to display the details of your property on our website and thereby place the information about your property fully in the public domain.

Changes to the policy

We may change this policy from time to time as we add new services or features or in response to changes in the law or our commercial arrangements. Any changes to this policy will be posted on the website.