

Privacy Policy

Pebble Estates Limited t/a Pinnacle Estates ("We", "Us") are committed to protecting and respecting your privacy. This Privacy Policy ("Policy") sets out the basis on which the personal data collected from you, or that you provide to us will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it.

We use your information strictly in accordance with all applicable laws concerning the protection of personal information and you can be assured that any information provided to Us will only be used in accordance with this privacy policy.

Who we are?

We are an estate agency based in Jersey. When you choose to contact us regarding property interest or appoint us as your agent we take the handling of your personal data very seriously and can assure you we have taken all appropriate precautions to safeguard your data and maintain your rights.

We are registered with the Office of the Information Commissioner as a Data Controller under the Law and further details may be found on the Commissioner's website. www.Jerseyoic.org

In accordance of the Data Protection (Jersey) Law 2018 the Data Controller is Deborah Gaudion of Pebble Estates Limited, t/a Pinnacle Estates.

Contact Deborah at deborah@pinnacle.je if you have any queries regarding this policy.

The Information we collect

We may collect and process the following information from you:

- Information that you provide when accessing and using our Website www.pinnacle.je i.e. filling in forms on our Website, subscribing to any email subscription service or requesting further information or services.
- If you contact us by phone, e-mail or otherwise, we may keep a record of that correspondence.
- Information that you provide to us when you ask us to list your property for sale, when you come to one of our open viewings or when you enter into negotiations for the purchase of one of the properties listed on our Website.

- Details of your visits to our Website including, but not limited to, traffic data, location data, weblogs and other communication data, and the resources that you access.

We also collect information about your computer, including where available your IP address, date and time of your visit, operating system, browser type, the URLs of websites that referred you to the website and the path that you take through the website. This is statistical data about users' browsing actions and patterns, it does not identify any individual.

Data collection for the purpose of Contact-Tracing during the COVID-19 pandemic.

Our primary concern is for the safety and security of the people of Jersey and as such we will be following any recommendations as published by the Government of Jersey regarding your Data for the purpose of complying with the Contact- Tracing Checklist. This may include:

- Completing COVID-19 declarations prior to visiting a property
- Signing in via TRAX QR when visiting an open viewing
- Providing proof of compliance with the Government of Jersey isolation procedure following travel outside of Jersey.

Cookies policy

Our website uses cookies. A cookie is a small file of letters and numbers that we put on your computer if you agree. These cookies allow us to distinguish you from other users of the Website, which helps us to provide you with a good experience when you browse our Website and also allows us to improve the Website.

Information on how we use cookies on our Website can be found in our cookies policy.

Information sharing

We will keep all personal information which is not publicly available confidential unless:

- You have authorised the disclosure of that information (i.e. in the context of property negotiations or for progressing a purchase/sale);
- We are required to disclose it for the purposes of any legal or regulatory requirement binding on Us; and/or
- We consider that such disclosure is necessary in order to defend against any claim threatened or brought against Us by any person.

We may disclose your personal information to third parties:

- if we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply Our Website terms and conditions and other agreements; or
- to protect Our rights, property, or safety, the Website, our users and any third party We interact with to provide the Website.

Safeguarding your information

Your information is only accessible by those who need access to it and they are required to keep the information secure and confidential. When in receivership of your information we use approved methods to strictly secure your personal information. We cannot guarantee the security of the data transmitted to our site; any transmission you send to us is your own responsibility.

Cyber security is a top priority of ours, as such all electronic personal information held by Us is protected by the appropriate technologies implemented by our website provider to properly safeguard data.

Using the information, you give us.

We will only use information given voluntarily by you in the following ways:

- To provide you with information, products or services that you request from us or which we feel may interest you, where you have consented to be contacted for such purposes.
- To carry out our obligations arising from any contracts entered into between you and us.
- To allow you to participate in interactive features of our service, when you choose to do so.
- To notify you about changes to our service.

The Website may, from time to time, contain links to and from the websites of advertisers and affiliates. If you follow a link to any of these websites, these websites are not owned or controlled by us so please check their own privacy policies and terms of use before you submit any personal data to these websites.

We retain your Data for the continuance of your engagement with our service and thereafter as required by The Data Protection (Jersey) Law 2018.

Your Data, Your Rights

Your rights under the Data Protection (Jersey) Law 2018 include the rights to:

- be informed about how your data is being used
- access personal data
- have incorrect data updated
- have data deleted (in certain circumstances)
- limit or restrict the processing of your data (in certain circumstances)
- data portability (allowing you to obtain and reuse your data for different services)
- object to how your data is processed (in certain circumstances)

For more information about your Data rights go to:
<https://jerseyoic.org/resource-room/rights-of-data-subjects/>

If you wish to exercise any of those rights, please contact hello@pinnacle.je

We reserve the right to modify this Privacy Policy at any time. We will notify you of any changes we may make to our Policy. After which we will deem your continued use of the services and the Website as your acceptance of the varied Privacy Policy.

Copyright

The entire www.pinnacle.je website is Copyright by Pebble Estates Ltd t/a Pinnacle Estates. The website must not be duplicated or copied in whole or part by any means without prior written consent.

Complaints policy and procedure

We strive to achieve the best service possible and take any complaints very seriously. We encourage people to let us know if you have a complaint about our use of your personal data. Alternatively, you can also contact Jersey's Information Commissioner:

Office of The Information Commissioner

2nd Floor
5 Castle Street
St. Helier
Jersey
JE2 3BT

enquiries@jerseyoic.org
[+44 \(0\) 1534 716530](tel:+441534716530)

<https://jerseyoic.org/>