

MaisonVictoire

This website is the property of Maison Victoire, Place de l'Ancienne Mairie, 84220, Cabrieres d'Avignon, France. By using this website you agree that you consent to and are bound by the following terms and conditions. The content of this website are © Maison Victoire. The use of part or all of the contents in any form is prohibited.

Privacy Policy

Maison Victoire is committed to ensuring that your privacy is protected, and our use of your personal information is governed by this Privacy Policy. This Privacy Policy (the "Policy") applies to the processing of Personal Data, subject to all applicable privacy and data protection laws of Switzerland, the United Kingdom, the European Union and the European Economic Area (Collectively "Europe") by Masion Victoire and its affiliates ("Company", "we", "our", or "us") through its website, products and services (the "Services"). It describes how we collect, use and disclose such Personal Data, your rights and choices with respect to your Personal Data, and how you can contact us if you have any questions or concerns.

This Privacy Notice explains:

- The Personal Data we collect
- How we use your Data Information
- The legal basis for the processing of Personal Data
- How we disclose Personal Data
- Your rights in relation to your Personal Data
- How we keep your information safe
- How to contact us

The personal information we collect

Personal data is any information that tells us something about you. This could include information such as name, contact details, date of birth, bank account details or any information about your needs or circumstances which would allow us to identify you. We may collect personal data about you from various sources described below.

We will collect your full name and contact details (such as phone number, email address and postal address) from you whenever you engage with us, by telephone, emails, in person or by any other means in which you choose to contact and communicate with us.

If you are buying or selling a property through Maison Victoire we will collect a contact telephone number and email address to get in touch with you to discuss your requirements, organising viewings and general updates on both the buying and selling process, whichever is relevant to you.

Where you have enquired about buying a specific property, we will use your contact details to respond which may include us sending you alternative properties to help with your search. Personal information is also required to source a property for you and, where required, negotiate the purchase of a property on your behalf.

In addition, if we are providing a service to you, or on your behalf, where we are required to do so by law, we will collect information relating to your identity, which will be at least one form of photographic identification (such as a passport, a driving licence or an identification card) and one form of documentation with proof of your place of residence (such as a recent utility bill).

Where we are working alongside third parties such as solicitors, surveyors, joint or multi agents, we may need to share these documents on the basis of legitimate interests.

If you apply for a job with us, you may provide your CV, name and contact details and any other relevant information. If you become an employee or commercial agent, we will collect additional information from you such as banking information and any other relevant information required for employment, this may contain sensitive personal data.

How we use your personal information

Under data protection legislation we are only permitted to use your personal information if we have a legal basis for doing so. We use the personal data we collect for the following purposes.

Providing Services, including to operate, maintain, support and provide our services.

Communicating with you, including to contact you for administrative purposes and to provide services and information that you request or to respond to comments and questions.

We will hold your personal information on our client management systems and use this to provide you with communications and general updates. You can opt out of receiving marketing communication at any time.

Personalisation, including the customisation of our services to you and to provide you with the most relevant marketing and advertising materials.

Buyer and seller relationship management, including to track and store emails, phone calls and other communications and actions you have taken as our buyer or seller.

Data aggregation, we may aggregate or anonymize personal data and use the resulting information for statistical analysis or other purposes.

Administrative and legal, such as to address administrative issues or to defend our legal rights and to comply with our legal obligations and internal policies as permitted by law.

For employment-related purposes.

Other uses of your personal information

If we sell any part of our business and/or integrate it with another company your details may be disclosed to our advisers and to prospective buyers or joint venture partners and their advisers. If this occurs the new owners of the business will only be permitted to use your information in the same or similar way as set out in this privacy policy.

We will share personal information with our regulators, governmental organisations, law enforcement authorities and with courts, tribunals and arbitrators as may be required by law in order to comply with our regulatory and legal obligations.

We share personal information with any person working within Maison Victoire on a need to know basis to ensure we are able to perform our obligations to you.

Legal bases for the processing of personal information

We rely on various legal bases to process your personal data, including.

Consent, you may have consented to the use of your personal data, for example to send you electronic marketing communication or for the use of certain cookies on our website.

Contract, we need your personal data to provide you with our services and to respond to your enquiries.

Legal, we may have a legal obligation to process your personal data to comply with tax and accounting data and we may process your personal data when necessary to establish, exercise or defend legal claims. We also process your personal data when necessary to protect your or another individuals' vital interests.

Legitimate Interest, we have a legitimate interest in using your personal data, for example to prevent fraud. We only rely on this legal basis when such legitimate interests are not overridden by your interests or your fundamental rights and freedoms.

How we disclose personal data

We may disclose personal data about you in the following circumstances:

We work with third party service providers to provide services associated with the sale or purchase of a property. These third parties may or will require access and process your personal data as part of providing these services to you.

We may disclose your personal data if it is necessary (i) for compliance with our legal obligations or (ii) to establish, exercise, or defend legal claims.

If we sell any part of our business, information about our users including personal data, may be disclosed and otherwise transferred to a buyer, successor, or assignee as part of a merger.

We may use and disclose aggregated information or anonymized information for any purpose, unless we are prohibited doing so under applicable law.

Your rights in relation to your personal information

You have several rights in relation to your personal information, including the right to:

Be informed about how we use your personal data

You may ask us to provide you with a copy of the personal data we hold about you.

Request that your personal data is corrected if you believe it is incorrect, incomplete or inaccurate.

Request that we delete your personal data, as appropriate.

You may ask us to restrict the processing of your personal data or object to such processing.

You may withdraw any consent you previously provided to us regarding the processing of your personal data (this will not affect the lawfulness of the processing before you withdrew consent).

Please note that we will keep a record of the fact that you have made a request to exercise your rights, and our response to your request, in order to demonstrate compliance with our data protection obligations and so that we can handle any queries, complaints or claims in relation to your request.

How We Keep Your Information Safe

The security of information is very important to us, and we have measures in place which are designed to prevent unauthorised access to your personal information including but not limited to:

- Our client files are stored on our secure client management systems. Access is restricted on our client systems to those within the business who are required to have access to your information for legitimate business purposes.
- Hard copy documentation is stored in locked cabinets.

All data is hosted in datacentres which have systems and protections in place to protect against both unauthorised access, and other external factors that could cause damage to your personal data.

We ensure access to personal information is restricted to Maison Victoire employees. Training is provided to all Maison Victoire employees and workers who need access to personal data.

Our social media channels

Maison Victoire does not have any influence or control over the data processing activities of our social media platform providers. You can limit the processing of your personal data by changing your privacy settings and your own social media activities. To learn more about the processing of your personal data via the social media platform providers please read the respective data privacy statements.

- Facebook: <https://www.facebook.com/policy.php>
- Instagram: <https://help.instagram.com/155833707900388>
- LinkedIn: <https://www.linkedin.com/legal/privacy-policy>

The use of cookies by Maison Victorie

What is a cookie?

A cookie is a small text file that is downloaded onto your computer when you visit certain websites and allows a website to recognise a user's computer. Cookies are used to help users navigate websites more efficiently and to perform certain functions, as well as to provide information to the owners of the website.

What cookies do we use?

When browsing our website, cookies that are strictly necessary for the performance and function of the website are automatically utilised. We will only utilise non-essential cookies if you have provided us with consent to do so by selecting 'Allow all cookies' in the cookies banner.

Changes and updates to this policy

We may update this policy from time to time to reflect changes in our privacy practices. We will follow applicable laws and regulations regarding notification of such changes.

This privacy statement was last updated September 2022.

Our Contact Information

If you have any questions, comments or requests regarding any aspect of this privacy policy, please do not hesitate to contact us by sending an email to client@maisonvictoire.com or by writing to:

Data Protection Officer
Maison Victoire
Place de l'Ancienne Marie
84220
Cabrieres d'Avignon
France

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