

Privacy policy

MDA Searchflow Limited (a company which is registered in England with registered number 4084804 and whose registered office is at Eversheds House, 70 Great Bridgewater Street, Manchester, M1 5ES, England), trading as "SearchFlow", "Capital Searches", "The Conveyancing Report Agency", "Conveyancing Searches" and "Richards Gray" (referred to in this policy as "MDA SearchFlow Ltd", "we" or "us"), is committed to protecting the privacy and confidentiality of information provided by all users of our websites, which are:

- <http://www.searchflow.co.uk>
- <http://www.searchflow-online.co.uk>
- <http://www.capitalsearches.co.uk/>
- <http://www.crasearches.co.uk/>
- <http://www.conveyancingsearches.com/>
- <http://www.richardsgray.co.uk/>

(together, the "Websites").

Accordingly, MDA SearchFlow Ltd upholds the relevant data protection principles and processes your personal data in accordance with the Data Protection Act 1998. Please read the following policy to understand how we use and protect the information that you provide to us.

By registering or placing an order on any of the Websites, you consent to the collection, use and transfer of your information under the terms of this policy.

Protection of personal data

We have in place appropriate technical and security measures to prevent unauthorised or unlawful access to, accidental loss of, or destruction or damage to, your personal data. In particular, we store your personal details on a secure server. We use encryption technology when obtaining your bank details electronically from you and we use firewalls to protect our servers from outside intrusion. We will retain your information for a reasonable period or as long as the law requires.

Information that we collect from you

We maintain a contact management database containing names and addresses of both registered users and unregistered firms. We use this data to contact potential customers to inform them about

our services. We also hold details on the database of correspondence and conversations which we have with potential customers whom we contact, but we only keep these communication records or any details about potential customers on the database if they do not object to us doing so.

We also ask you or your colleagues to supply us with various information about yourself and your colleagues when you register and during your use of the Websites. During registration, we may collect and process certain information about you including your name, addresses, DX numbers, telephone numbers, fax numbers, bank details (including credit or debit card information) and other key personnel's contact names and e-mail addresses. We also collect the names, job titles, e-mail addresses and preferred usernames and passwords of your designated users. We may issue replacement usernames and passwords.

When you place an order for our services on the Websites, we collect further information that you submit to us, for example, your reference details and property details.

We may also collect information about your use of the Websites, as well as information about you, by the use of cookies (see below) and emails or letters you send to us.

Using your information

Your information will enable us to provide you with access to all parts of the Websites and to supply the services you have requested. We will keep records of those customers who have requested access to secure parts of the Websites and we will use and analyse the information we collect so that we can administer, support, improve and develop our business.

From time to time we may use your information to contact you by telephone, by post or by e-mail, for your views and feedback on our services and to notify you occasionally about important changes or developments to them or to the Websites. We may also send you details about property and other information services we provide, either directly or acting as a reseller for other third parties. These products include HIP content, such as EPCs, mandatory local authority searches and supporting documents; official and personal local authority searches, Land Registry searches, additional conveyancing searches such as Environmental, Chancel, Utility, and Transport searches; anti-money laundering searches and ancilliary services, plans, photography and relevant insurance products to our marketplace

We also use the information which you or your colleagues provide to us to process your orders (including passing your details onto the National Land Information Service hub, to data providers and, where appropriate, to our payment agent (whose details are available on request)), to deliver search results to you, to contact you in case we have any queries about your order, to bill you and to give you a quality service.

We may transfer our databases containing your personal data if we sell our business or part of it.

Disclosure of your information

Where you have consented when providing us with your details, we may also allow carefully selected third parties, including other companies in our group (including our subsidiaries, our ultimate holding company and its subsidiaries), to contact you occasionally about products and services which may be of interest to you. They may contact you by post, telephone or fax, as well as by e-mail. If you change your mind about being contacted by these companies in the future, please let us know.

Finally, if we enter into a joint venture or if our business is sold to or merged with another business entity, your information may be disclosed to our new business partners or owners.

Countries outside the European Economic Area do not always have strong data protection laws. However, we will always take steps to ensure that your information is used by third parties in accordance with this policy.

Unless required to do so by law, we will not otherwise share, sell or distribute any of the information you provide to us without your consent.

Cookies

The Websites use cookies. Cookies are small amounts of information which are stored on your computer's hard drive, which identify your computer to our server. Using cookies enables us to monitor website traffic and to personalise the content of our Websites to your requirements. This maximises the benefits you gain in using the Websites and makes it easier for you to log on and use the Websites during any future visits. Cookies are used to recognise your username and password, saving you time while you are on the Websites. We use cookies to collect information about your use of the Websites and to create your search requests while you are logged on to the Websites. You may disable the use of cookies in your Internet browser but this may limit your access to the Websites or adversely affect your use of features or functions on certain web pages on them.

Links

The Websites may contain links to other websites or frames of other websites. Please be aware that we are not responsible for the privacy and data protection practices of other websites which may be reached through these links. You should read the privacy and data protection policies and statements contained on any such linked website.

Accessing and updating

You are entitled to see the information held about you and you may ask us to make any necessary changes to ensure that it is accurate and kept up to date. If you wish to do this, please contact us. We are entitled by law to charge a fee of £10 to meet our costs in providing you with details of the information we hold about you.

Changes to our privacy policy

Any material changes to the way in which we use your data will be described in future versions of this policy which will be posted on the Websites. Each time you enter the Websites, you agree that the policy current at that time shall apply to all data which we hold about you.

Contact

If you have any questions, comments or suggestions about the way in which we use your personal data, please e-mail us at marketing@mdainformation.co.uk, telephone us at +44 (0)870 220 3088, fax us at +44 (0)870 990 9949 or write to us at MDA SearchFlow Ltd, 42 Kings Hill Avenue, Kings Hill, West Malling, Kent ME19 4AJ, England. If any of your personal data changes you have the ability to edit this data via your log in to the Websites.