
TERMS AND CONDITIONS

BACKGROUND:

This website www.harcourts-property.co.uk ("Our Site") uses Cookies and similar technologies in order to distinguish you from other users. By using Cookies, we are able to provide you with a better experience and to improve Our Site by better understanding how you use it. Please read this Cookie Policy carefully and ensure that you understand it. Your acceptance of Our Cookie Policy is deemed to occur if you continue using Our Site. If you do not agree to Our Cookie Policy, please stop using Our Site immediately.

1. Definitions and Interpretation

- 1.1 In this Cookie Policy, unless the context otherwise requires, the following expressions have the following meanings:

"Cookie"	means a small file placed on your computer or device by Our Site when you visit certain parts of Our Site and/or when you use certain features of Our Site;
"Cookie Law"	means the relevant parts of the Privacy and Electronic Communications (EC Directive) Regulations 2003 and of EU Regulation 2016/679 General Data Protection Regulation ("GDPR");
"Personal Data"	means any and all data that relates to an identifiable person who can be directly or indirectly identified from that data, as defined by the Data Protection Act 1998 OR EU Regulation 2016/679 General Data Protection Regulation ("GDPR"); and
"We/Us/Our"	means Harcourts a non-limited partnership whose registered address is 11 Kings Park Road, Southampton, SO15 2AT.

2. Information About Us

- 2.1 Our Site is owned and operated by Harcourts. Our VAT number is 330 1866 82.
- 2.2 Our Data Protection Officer is Lisa Headington and can be contacted by email at lisa@harcourts1981.com by telephone on 023 8063 7438 or by post at 11 Kings Park Road, Southampton, SO15 2AT.
- 2.3 We are regulated by ARLA Property Mark, The Guild of Letting and Management and the Property Ombudsman.
- 2.4 We are a member of ARLA Property Mark, The Guild of Letting and Management and The Property Ombudsman.

3. How Does Our Site Use Cookies?

- 3.1 Our Site may place and access certain first party Cookies on your computer or device. First party Cookies are those placed directly by Us and are used only by us. We use Cookies to facilitate and improve your experience of Our

Site and to provide and improve our products and services. We have carefully chosen these Cookies and have taken steps to ensure that your privacy and personal data is protected and respected at all times.

- 3.2 By using Our Site, you may also receive certain third party Cookies on your computer or device. Third party Cookies are those placed by websites, services, and/or parties other than Us. Third party Cookies are used on Our Site as a monitoring tool . For more details, please refer to section 4 below.
- 3.3 All Cookies used by and on Our Site are used in accordance with current Cookie Law. We may use some or all of the following types of Cookie:

- 3.3.1 Strictly Essential Cookies

- A Cookie falls into this category if it is essential to the operation of Our Site. They include for example, cookie that enable you to log into secure areas of our website and to use online forms.

- 3.3.2 Analytical Cookies

- It is important for us to understand how you use Our Site, for example, how efficiently you are able to navigate around it and what features you use. Analytics Cookies enable Us to gather this information, helping Us to improve Our Site and your experience of it.

- 3.3.3 Functionality Cookies

- Functionality Cookies enable Us to provide additional functions to you on Our Site such as personalisation and remembering your saved preferences. Some functionality Cookies may also be strictly necessary Cookies, but not all necessarily fall into that category.

- 3.3.4 Marketing Cookies

- It is important for Us to know when and how often you visit Our Site, and which parts of it you have used (including which pages you have visited and which links you have visited). As with analytics Cookies, this information helps us to better understand you and, in turn, to make Our Site and advertising more relevant to your interests. Some information gathered by targeting Cookies may also be shared with third parties.

- 3.3.5 Third Party Cookies

- Third Party Cookies are not placed by Us; instead, they are placed by third parties that provide services to Us and/or to you. Third party Cookies may be used by advertising services to serve up tailored advertising to you on Our Site, or by third parties providing analytics services to Us (these Cookies will work in the same way as analytics Cookies described above).

- 3.3.6 Persistent Cookies

- Any of the above types of Cookie may be a persistent Cookie. Persistent Cookies are those which remain on your computer or device for a predetermined period and are activated each time you visit Our Site.

- 3.4 The settings on your web browser can usually allow you to choose whether or not to accept cookies. Most web browser software is initially set up to accept them.

- 3.5 For more details of the personal data that We collect and use, the measures We have in place to protect personal data, your legal rights, and our legal obligations, please refer to our Privacy Policy which can be found here <https://bit.ly/2jUxpfV>
- 3.6 Our Site uses analytics services provided by Google. Website analytics refers to a set of tools used to collect and analyse anonymous usage information, enabling Us to better understand how Our Site is used. This, in turn, enables Us to improve Our Site and the services offered through it. You do not have to allow Us to use these Cookies, however whilst Our use of them does not pose any risk to your privacy or your safe use of Our Site, it does enable Us to continually improve Our Site, making it a better and more useful experience for you.
- 3.7 For more specific details of the Cookies that We use, please refer to the table below.

4. What Cookies Does Our Site Use?

- 4.1 The following Cookies may be placed on your computer or device:

Cookie ID	Type of Cookie	Origin	Reason
_ctesius_session	Essential	Homeflow	Homeflow is the provider of our website software. This cookie is used to track logged in users, saved searches and saved properties.
Cookie_directive	Essential	Homeflow	Used to hide the cookie policy notice if already seen.
_ga _gid _utmb _utmt _utmc _utma _utmz	Analytical	Google Analytics	Google Analytics is a third-party website monitoring tool that allows users to see volumes of website visitors, their source, and to analyse how the content of their website is viewed and navigated. This in turn allows optimisation of the content and pages on www.homeflow.co.uk and the marketing programmes that drive traffic to the website. Google Analytics does not store any personal information about website visitors, but does use persistent cookies to identify repeat visitors. You may universally opt-out of all Google Analytics tracking used by all websites by visiting https://tools.google.com/dlpage/gaoptout Google's privacy policy is available at: https://www.google.com/policies/privacy/ .

5. Consent and Control

- 5.1 Before Cookies are placed on your computer or device, you will be shown a prompt requesting your consent to set those Cookies. By giving your consent

to the placing of Cookies you are enabling Us to provide the best possible experience and service to you. You may, if you wish, deny consent to the placing of Cookies unless those Cookies are strictly necessary; however certain features of Our Site may not function fully or as intended. You will be given the opportunity to allow and/or deny different categories of Cookie that We use.

- 5.2 In addition to the controls that We provide, you can choose to enable or disable Cookies in your internet browser. Most internet browsers also enable you to choose whether you wish to disable all Cookies or only third party Cookies. By default, most internet browsers accept Cookies but this can be changed. For further details, please consult the help menu in your internet browser or the documentation that came with your device.
- 5.3 The links below provide instructions on how to control Cookies in all mainstream browsers:
 - 5.3.1 Google Chrome: <https://support.google.com/chrome/answer/95647?hl=en-GB>
 - 5.3.2 Microsoft Internet Explorer: <https://support.microsoft.com/en-us/kb/278835>
 - 5.3.3 Microsoft Edge: <https://support.microsoft.com/en-gb/products/microsoft-edge> (Please note that there are no specific instructions at this time, but Microsoft support will be able to assist)
 - 5.3.4 Safari (macOS): https://support.apple.com/kb/PH21411?viewlocale=en_GB&locale=en_GB
 - 5.3.5 Safari (iOS): <https://support.apple.com/en-gb/HT201265>
 - 5.3.6 Mozilla Firefox: <https://support.mozilla.org/en-US/kb/enable-and-disable-Cookies-website-preferences>
 - 5.3.7 Android: <https://support.google.com/chrome/answer/95647?co=GENIE.Platform%3DAndroid&hl=en> (Please refer to your device's documentation for manufacturers' own browsers)

6. Changes to this Cookie Policy

- 6.1 We may alter this Cookie Policy at any time. Any such changes will become binding on you on your first use of our site after the changes have been made. You are therefore advised to check this page from time to time.
- 6.2 In the event of any conflict between the current version of this Cookie Policy and any previous version(s), the provisions current and in effect shall prevail.

7. Disclaimer

- 7.1 Harcourts takes all reasonable care to ensure that the information contained on this website is accurate. However, we cannot guarantee its accuracy and we reserve the right to change the information on this website (including these terms and conditions) at any time. We recommend that you check these terms and conditions for any such changes each time you visit Our Site.
- 7.2 The description of the properties offered are for information purposes only. The information and descriptions contained herein are not intended to be

complete descriptions of all the features. While we endeavour to ensure that the information and description is accurate and up-to-date we cannot guarantee this. Any reliance on the information contained is at your own risk.

- 7.3 While We take every care to ensure that the standard of Our Site remains high and to maintain the continuity of Our Site, errors, omissions, interruptions of service and delays may occur at any time. In addition, We make no representations or warranties about the accuracy, completeness, and freedom from viruses, availability, reliability or suitability for any purpose of the information and related graphics published on the website (including all texts, advertisements, links or other items) which may contain technical inaccuracies and typographical errors.
- 7.4 Nothing on Our Site shall be deemed to constitute financial advice and in the event that you wish to have any such advice, you should contact a financial advisor.

8. **Copyright, Trade Mark and other Intellectual Property Rights**

- 8.1 The copyright and all other intellectual property rights in the Harcourts website including all text, graphics, photos, code, files and links belong to Harcourts and the Harcourts website may not be reproduced, transmitted or stored in whole or in part without Harcourts prior written consent. However, you may print out, save or download individual selections for your own personal, private and non-commercial use.

9. **Applicable Law**

- 9.1 Any disputes arising from the use of this website shall at all times be governed by the laws of England and Wales and the parties shall submit to the exclusive jurisdiction of the English Courts.

10. **Force Majeure**

- 10.1 We shall not be liable to you for any breach of conditions of use or any failure to provide or delay in Us providing Our services through Our website resulting from any event or circumstance beyond our reasonable control including (without limitation) strikes, lock-outs and other industrial disputes, break-down of systems or network access, fire, explosion or accident failure of any third party telecommunications or service provider.

11. **Account Registration**

- 11.1 When you register with Us you are stating that you are eighteen [18] years of age or over. You agree that any information you provide to Us about yourself upon registration or at any other time will be true, accurate and complete and that you will ensure that this information is kept accurate and up-to-date at all times. Details of the information that We collect and how this is used is contained within our Privacy Policy <https://bit.ly/2jUxpfV>

12. **How to Contact**

- 12.1 We welcome your views, if you would like to contact Us with any queries or comments you can do so by email to enquiries@harcourts-property.co.uk By telephone on 023 8063 7438 or by post to Harcourts, 11 Kings Park Road, Southampton, SO15 2AT.