

**RIGHTMOVE GROUP LIMITED**  
**RIGHTMOVEPLUS PRIVACY POLICY 2019**

## **WHO WE ARE**

We are Rightmove Group Limited (company number 03997679) and our address is Building 2, Caldecotte Lake Business Park, Milton Keynes, MK7 8LE (referred to as "we" or "us" or "our"). We are the providers of the website [RightmovePlus](#) (referred to as the "Site"). Our VAT number is 918501823.

This privacy policy does not apply to your use of our website [www.rightmove.co.uk](http://www.rightmove.co.uk), which is covered by our website [privacy policy](#).

We provide this Site for our members so that they can store property information and access our services, including our property tools and reports. "Our members" include: estate agents, commercial agents, letting agents, landlords, new homes developers and overseas property owners. We are not an estate agency.

A reference to "you" or "your" is a reference to a user of the Site or any of our services, being an employee, representative, contractor, officer, partner or sole trader of a Member.

## **INTRODUCTION**

We are committed to protecting your privacy. This privacy policy (referred to as the "Policy") explains how and for what purposes we use the information collected about you. Please read this Policy carefully.

## **CONTACTING US**

If you would like to stop receiving marketing and communications from us or would like your RightmovePlus account to be deactivated or data contained within your RightmovePlus account to be removed, or have any queries about RightmovePlus, please contact us via email at [talk-to-us@rightmove.co.uk](mailto:talk-to-us@rightmove.co.uk) or write to the Customer Services Team, Building 2, Caldecotte Lake Business Park, Milton Keynes, MK7 8LE.

If you have any questions about this Policy or our use of your personal information or would like to submit a subject access request or exercise your other data subject rights, please contact our Data Protection Officer by email at [dpo@rightmove.co.uk](mailto:dpo@rightmove.co.uk) or write to The Data Protection Officer, Building 2, Caldecotte Lake Business Park, Milton Keynes, MK7 8LE.

## WHAT PERSONAL DATA DO WE COLLECT ABOUT YOU?

INFORMATION YOU GIVE TO US	
<b>What we collect and where it comes from</b>	<ul style="list-style-type: none"> <li>• We will collect the information that either You or another representative of the Member give to us when using our Site or services:               <ul style="list-style-type: none"> <li><b>RightmovePlus Account Holders:</b> <ul style="list-style-type: none"> <li>○ Information that either You or another representative of the Member provide to us when You register as a RightmovePlus user, which may include:                   <ul style="list-style-type: none"> <li>▪ first name;</li> <li>▪ last name;</li> <li>▪ username or similar identifier;</li> <li>▪ address;</li> <li>▪ email address; and</li> <li>▪ telephone number.</li> </ul> </li> </ul> </li> <li><b>Communications:</b> <ul style="list-style-type: none"> <li>○ information that you provide to us by corresponding with us by phone, e-mail or otherwise</li> </ul> </li> </ul> </li> </ul>
<b>Why we collect it</b>	<p>We will use this information for the following purposes and activities:</p> <ul style="list-style-type: none"> <li><b>RightmovePlus Account Holders:</b> <ul style="list-style-type: none"> <li>○ to create your RightmovePlus account and provide the Site and services to you;</li> <li>○ for training and monitoring purposes where calls are recorded;</li> <li>○ to enhance the services that you use on our Site;</li> <li>○ to process any queries that you have about our Site or services;</li> <li>○ to customise and enrich your experience on our Site;</li> <li>○ to administer and protect Rightmove and the Site (including troubleshooting, data analysis, testing, system maintenance, support, reporting and hosting of data);</li> <li>○ to contact you for your views on our services and to notify you occasionally about important changes to this Policy, Guidelines or developments to this Site or our services; and</li> <li>○ to process and resolve any queries that you may have.</li> </ul> </li> </ul>
<b>Our lawful basis for processing this personal data</b>	<ul style="list-style-type: none"> <li>• We have a legitimate interest to process this information. These legitimate interests are:           <ul style="list-style-type: none"> <li><b>RightmovePlus Account Holders</b> <ul style="list-style-type: none"> <li>○ to provide a service to you;</li> </ul> </li> </ul> </li> </ul>

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	<ul style="list-style-type: none"> <li>○ to operate our business;</li> <li>○ to gain information about the use of our Site and any improvements that can be made; and</li> <li>○ to ensure that your queries are addressed.</li> </ul>
<b>How long we will keep it for</b>	<p>We will store this personal data for:</p> <p><b>RightmovePlus Account Holder:</b></p> <ul style="list-style-type: none"> <li>○ information that you provide to us when you register as a RightmovePlus account holder will be kept for as long as you have an account setup on Rightmove. The personal data relating to your RightmovePlus account will be deleted upon termination of your membership.</li> </ul>

INFORMATION WE COLLECT ABOUT YOU	
<b>What we collect and where it comes from</b>	<ul style="list-style-type: none"> <li>● This is different to “information you give us” because it relates to technical data that we collect. We may: <ul style="list-style-type: none"> <li>○ collect technical information that has the potential to identify you, such as the internet protocol (IP) address used to connect your computer to the internet, your login information, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform;</li> <li>○ collect information about your visit, including the full uniform resource locators (URL) clickstream to, through and from our Site (including date and time), products you viewed or searched for, page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling, clicks and mouse-overs) and methods used to browse away from the page; and</li> <li>○ we may combine technical information with other information that we have about you to help us with our processing of your information as set out in this Policy.</li> </ul> </li> </ul>
<b>Why we collect it</b>	<ul style="list-style-type: none"> <li>● We will use the information summarised above: <ul style="list-style-type: none"> <li>○ to provide the Site to you;</li> <li>○ to conduct reviews that assist us in the improvement and optimisation of our Site;</li> <li>○ to ensure that content from our Site is presented in the most effective manner for you and for your device;</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>○ to administer our Site and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes;</li> <li>○ as part of our efforts to keep our Site safe and secure; and</li> <li>○ to customise and enrich your experience on our Site.</li> </ul>
<b>Our lawful basis for processing this personal data</b>	<p>We have a legitimate interest to process this information. These legitimate interests are:</p> <ul style="list-style-type: none"> <li>○ to help ensure the on-going security of the Site;</li> <li>○ enhancing the service that you receive on the Site; and</li> <li>○ providing information necessary to enable us to provide a competitive, cost effective service.</li> </ul>
<b>How long we will keep it for</b>	<p>We will store this personal data for two years in order to allow us to review and monitor normal traffic patterns and trends on Site. After two years, this data will be kept in an anonymous form.</p>

## USE OF YOUR DATA FOR MARKETING AND COMMUNICATIONS

Sometimes we may use your personal information to provide marketing messages to you. You can opt out of marketing and other communications at any time by contacting [talk-to-us@rightmove.co.uk](mailto:talk-to-us@rightmove.co.uk). You can always make use of the Site without having to agree to marketing. The types of things that we may do include:

- providing direct marketing advertisements and communications to you via email, text, post or telephone;
- making suggestions and recommendations to you and other users of our Site about goods or services that may interest you or them;
- communicating with you on third party social media platforms; and
- monitoring the effectiveness of our direct marketing communications and your responses to it.

## WHO HAS ACCESS TO YOUR PERSONAL DATA?

If our business is sold or merged, or if we sell or buy any business or assets, we may disclose your personal data to the prospective seller or buyer of such business or assets. We will make sure that any such transfer is done in a secure way.

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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. The categories of third parties (who are acting as data processors) include: telephone call recording and our support ticketing systems. We may also use third parties to provide services on our behalf which may include processing (but not using themselves) your information e.g. to complete partial addresses or to augment the information we hold about you. In either case, we will not pass your information to anyone who is not also subject to adequate privacy commitments in our contract with them.

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 or to obtain professional advice.

## **WHERE DO WE STORE YOUR PERSONAL DATA?**

The data that we collect from you may be transferred to, and stored at, a destination outside the European Economic Area ("EEA"). It may also be processed by staff operating outside the EEA who work for us or for one of our suppliers or contractors. Territories outside of the EEA may not have equivalent legal protections to those that apply within the EEA but we are under a duty to make sure that our suppliers and contractors located outside of the EEA continue to take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this Policy. By submitting your personal data to us, you agree to this transfer, storing or processing.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our Site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

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.

Only employees who need access to your information to perform a specific job are granted access to personally identifiable information. We may require you to co-operate with our security checks before we disclose information to you. If you are a registered user, you can update the personal information that you give us at any time by viewing your account at [Rightmove](#).

Where we have given you (or where you have chosen) a password which enables you to access certain parts of the Site, you are responsible for keeping this password confidential. We ask you not to share your password with anyone.

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## **YOUR RIGHTS**

You have the right to ask us not to process your personal data at any time.

You have the right to use our Site without consenting to marketing and communication services that we provide. We will inform you (before collecting your data) if we intend to use your data for such purposes or if we intend to disclose your information to any third party for such purposes. We always use the most recently submitted form to be your current consent status. If you are a registered user, but not signed in when you submit a form, we will not be able to use your saved settings so will deem your consent choice to be as per the form you submit at the time. You can exercise your right to prevent such processing by selecting the specific options in the fields or forms when you become a registered user.

You have a right to request access to or rectification of your personal data which we hold about you. You also have a right to erase your personal data, to restrict the processing of your personal data and the right to receive your personal data that you have provided to us, the right to object to our processing of your personal data and a right to request that we transmit your personal data to another data controller.

Where we process your personal data because you have given us your consent to do so, you have the right to withdraw your consent at any time.

To exercise any of these rights, please contact the Data Protection Officer whose contact details are provided earlier in this Policy.

You have the right to complain to the Information Commissioner's Office if you feel unhappy with the way we process your data. Please visit <https://ico.org.uk/> for more information.

## **COOKIES AND TRACKING**

Like many websites, we use "cookies" to enable us to personalise your visits to our Site, simplify the signing-in procedure, keep track of your preferences and to track the usage of our Site. For full details about what cookies we set and why we use them, please see our Cookie Policy available [here](#).

## **CHANGES TO THIS POLICY**

Any changes we may make to this Policy in the future will be posted on this page. Please check back frequently to see any updates or changes to this Policy.

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