Village Estates Privacy Policy

Last updated: 14 October 2026

1. Introduction

Thank you for visiting the Village Estates website. We are committed to protecting your privacy and handling your personal information responsibly.

This Privacy Policy explains how VILLAGE ESTATES (BEXLEY) LIMITED collects, uses, stores and shares personal information when you visit our website, contact us or use our estate agency services.

This policy applies to personal information collected online and through our wider business activities, including property sales, lettings, valuations and related services.

We may update this policy from time to time to reflect changes in our services, business practices or applicable data protection legislation. The latest version will be published on our website.

2. About us

This website is operated by **VILLAGE ESTATES (BEXLEY) LIMITED**.

For the purposes of UK data protection law, we are the data controller responsible for the personal information we collect and process.

Registered office: Accountanova Ltd, Bromley Old Town Hall, 30 Tweedy Road, Bromley, Kent, BR1 3FE

Trading address: Village Estates, 4 High Street, Bexley, DA5 1AD

Data Protection Contact: Steve Marsh.

Email: bexley@village-estates.com

If you have any questions about this Privacy Policy or how we handle your personal information, please contact us using the details above.

3. Personal information we collect

We may collect and process the following categories of personal information.

Information you provide directly

You may provide information when you complete a form on our website, request a valuation, register your interest in a property, enquire about our services, arrange a viewing or contact us by telephone, email or other means.

This information may include:

- Your name and contact details, including your address, email address and telephone number.
- Details of your property, including its address, features, ownership or rental information.
- Your property requirements, budget, preferred location and buying, selling or renting intentions.
- Information relating to valuations, offers, negotiations, viewings and transactions.
- Identification, financial and other verification information where required for legal, regulatory or contractual purposes.
- Any additional information you choose to provide.

Information collected automatically

When you visit our website, we may collect technical information, including your IP address, browser type, device information, operating system, website usage data and information about how you interact with our pages.

Some of this information may be collected using cookies or similar technologies, subject to applicable consent requirements.

Information received from other sources

We may receive personal information from property portals, referral partners, other estate agents, landlords, vendors, purchasers, tenants, professional advisers and publicly available sources where appropriate.

This may include property search preferences, enquiry details, information about a property or transaction, and information needed to provide our services.

Where we receive personal information from another source, we will handle it in accordance with applicable data protection requirements.

4. How we use your personal information

We may use your personal information for the following purposes:

- **Providing estate agency services:** To arrange valuations, market properties, organise viewings, communicate offers, negotiate sales and lettings, and support transactions.
- **Managing enquiries and registrations:** To respond to your questions, register your property requirements and notify you about properties that may be suitable for you.
- **Communicating with you:** To provide updates about your enquiry, property, transaction or our services.

- **Marketing and advertising:** To send relevant property information, service updates and marketing communications where permitted by law and in accordance with your preferences.
- **Website operation and improvement:** To maintain website functionality, understand website usage, improve our services and protect our systems.
- **Legal and regulatory compliance:** To carry out identity checks, comply with anti-money laundering obligations, maintain appropriate records and meet other applicable legal requirements.
- **Business administration:** To manage our records, resolve disputes, protect our business and prevent fraud or misuse of our services.

We will only use personal information where we have an appropriate lawful basis for doing so.

5. Our lawful bases for processing

Depending on the circumstances, we may rely on one or more of the following lawful bases under UK data protection law:

Consent: Where you have given us permission to use your personal information for a specific purpose, such as certain marketing activities or non-essential cookies. You may withdraw your consent at any time.

Contract: Where processing is necessary to provide a service you have requested or to take steps at your request before entering into a contract.

Legitimate interests: Where processing is necessary for our legitimate business interests, provided those interests are not overridden by your rights and freedoms. These interests may include responding to enquiries, matching buyers with properties, managing our business, improving our services and protecting against fraud.

Legal obligation: Where we need to process information to comply with a legal or regulatory requirement, including applicable anti-money laundering obligations.

Where we obtain your consent for a particular purpose, withdrawing that consent will not affect the lawfulness of processing carried out before its withdrawal. We may also continue processing information where another lawful basis applies.

6. Marketing communications

We may contact you with information about properties, property opportunities, estate agency services and other relevant updates where permitted by law.

We will respect your marketing preferences and obtain consent where required.

You can opt out of marketing emails at any time by using the unsubscribe link in the email or by contacting us at sidcup@village-estates.com.

Opting out of marketing will not prevent us from sending essential communications relating to an ongoing enquiry, service or transaction.

We will not sell your personal information to third parties for their own marketing purposes.

7. Sharing your personal information

We may share your personal information where necessary for the purposes described in this policy.

Recipients may include:

Property buyers, sellers, landlords and tenants: Where necessary to progress a proposed or ongoing sale or letting, subject to applicable confidentiality and data protection requirements.

Professional advisers and service providers: Such as solicitors, conveyancers, mortgage advisers, surveyors, identity verification providers and other professionals involved in a property transaction.

Technology and marketing providers: Companies providing website hosting, customer relationship management, email communications, property marketing, analytics, IT support and related services.

Property portals and referral partners: Where necessary to respond to enquiries, advertise properties or provide services you have requested.

Regulatory bodies and law enforcement: Where disclosure is required by law or is otherwise lawfully necessary.

Where third-party organisations process personal information on our behalf, we will take appropriate steps to ensure that suitable contractual and security arrangements are in place. Where a recipient acts as an independent data controller, its own privacy policy and legal obligations may apply.

8. International transfers

We aim to ensure that personal information is handled securely and in accordance with applicable data protection law.

Some of our service providers may store or process information outside the United Kingdom. Where personal information is transferred internationally, we will ensure that the transfer complies with applicable legal requirements and that appropriate safeguards are in place where necessary.

Further information about relevant safeguards can be requested using the contact details in this policy.

9. How long we retain your information

We retain personal information only for as long as reasonably necessary for the purposes for which it was collected, including to provide our services, meet legal and regulatory requirements, resolve disputes and protect our legitimate business interests.

Retention periods depend on the type of information, the nature of our relationship with you and any applicable legal obligations.

When information is no longer required, we will take appropriate steps to delete it securely or anonymise it.

10. Keeping your information secure

We take appropriate technical and organisational measures to protect personal information against unauthorised access, loss, misuse, alteration or disclosure.

Access to personal information is restricted to individuals and service providers who need it for legitimate business purposes.

However, no method of transmitting information over the internet or storing it electronically is completely secure. Although we take reasonable steps to protect your information, we cannot guarantee the absolute security of information transmitted to us online.

11. Cookies and similar technologies

Our website may use cookies and similar technologies to support its operation, remember preferences, understand website usage and, where enabled, support advertising and marketing activities.

Cookies may be set by us or by third-party providers whose services are integrated into our website.

Cookies may fall into the following categories:

- **Strictly necessary cookies:** Required for essential website functions, security or services you have requested.
- **Functional cookies:** Used to remember preferences and improve your browsing experience.
- **Analytics cookies:** Used to understand how visitors interact with our website and help us improve it.
- **Advertising cookies:** Used to support advertising, measure campaign effectiveness or personalise advertising where applicable.

We will provide information about the cookies used on our website and obtain consent before placing non-essential cookies where required by law. You should be able to manage your preferences and withdraw consent through the available cookie settings.

You can also adjust your browser settings to restrict or delete cookies. However, disabling certain cookies may affect website functionality.

Because the cookies and third-party services used by a website can change, please refer to our website's cookie settings or separate Cookie Policy, where available, for the current details of specific cookies, their purposes and retention periods.

12. Your data protection rights

Subject to applicable law, you may have the right to:

- **Access** the personal information we hold about you.
- **Correct** inaccurate or incomplete personal information.
- **Request erasure** of your personal information in certain circumstances.
- **Restrict processing** of your personal information in certain circumstances.
- **Object** to processing based on legitimate interests and to direct marketing.
- **Request data portability** where the relevant legal conditions are met.
- **Withdraw consent** where we rely on consent to process your information.
- **Complain to the Information Commissioner's Office (ICO)** if you believe your personal information has been handled unlawfully.

These rights are subject to certain conditions and exceptions. For example, we may need to retain some information to comply with legal obligations or establish, exercise or defend legal claims.

To exercise your rights, please contact us at sidcup@village-estates.com or write to our registered office address set out in Section 2.

We may need to verify your identity before responding to a request. We will respond within the time limits required by law.

13. Links to other websites

Our website may contain links to third-party websites, including property portals and service providers.

These websites operate independently of Village Estates and may have their own privacy policies and cookie practices. We are not responsible for their content or privacy practices.

We recommend reviewing the relevant privacy policy before providing personal information to another website.

14. Children's privacy

Our estate agency services and website are not intended to solicit personal information directly from children for marketing purposes. Where personal information relating to a child is provided to us in connection with a legitimate property matter, we will handle it in accordance with applicable data protection law.

15. Changes to this Privacy Policy

We may update this Privacy Policy from time to time. Any changes will be published on this page, together with an updated revision date.

We encourage you to review this policy periodically to remain informed about how we handle your personal information.

16. Contact us and complaints

If you have any questions, concerns or requests relating to this Privacy Policy or the personal information we hold about you, please contact:

Village Estates

VILLAGE ESTATES (BEXLEY) LIMITED

Registered office: **Accountanova Ltd, Bromley Old Town Hall, 30 Tweedy Road, Bromley, Kent, BR1 3FE**

Trading address: 4 High Street, Bexley, DA5 1AD

Email: bexley@village-estates.com

Data Protection Contact: Steve Marsh

You also have the right to raise a concern with the Information Commissioner's Office (ICO), the UK's independent data protection regulator.

Website: https://ico.org.uk/

Contact details and guidance on submitting a complaint are available on the ICO website.