

REalyse Privacy Notice

This privacy notice sets out how we will process personal data we collect from or about you, or which you provide to us.

Please read this notice carefully to understand why data is being collected and what we do with that data.

We may change the privacy notice from time to time by amending this page. For the purpose of the Data Protection Act 1998 and General Data Protection Regulation EU 2016/679, the data controller is Treex Ltd, a company registered in England under the company number 091510363, whose registered address is Buzzacott LLP, 130 Wood Street, London, United Kingdom, EC2V 6DL

Our Data Protection Officer is Gavriel Merkado who can be contacted on +44 7912 286 179 or support@realyse.com

What type of information will we collect from you?

The personal information we collect from you will include the following:

Contact details including your name, phone number, email address and details of your work position.

Details of visits to our website (which enable our website to remember information about you and your preferences) and use of our site. This may include 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 length of visits to certain pages, page interaction information (such as scrolling, clicks and mouse overs, methods used to browse away from the page, data extracted from the system, search queries and any phone numbers used to all customer service.

Technical information, including the Internet protocol (IP) address used to connect your computer to the Internet, your login information, browser type and version, time zone setting, browser plugin types and versions, operating system and platform.

Information you choose to provide if you use our help and communications online chat function.

Information we collect about you from others

Information about you may be passed to us from third parties, namely your work contact details only, which we will only use to email you information on our services. You can unsubscribe from these marketing emails we send at any time by clicking on the link in the email.

On what basis can we process your information?

The legal grounds for processing your personal data are as follows:

It is necessary for the performance of a contract to which you are a party, or to take steps prior to entering into a contract with you, namely in order for us to provide you with our service, as set out in our service agreement with you. You do not have to provide us with your personal information but if you choose not to, we will be unable to register you on our site and provide you with our services.

It is necessary for the purposes of our legitimate interests, except where our interests are overridden by the interests, rights or freedoms of affected individuals (such as you). To determine this, we shall consider a number of factors, such as what you were told at the time you provided your data, what your expectations are about the processing of the data, the nature of the data, and the impact of the processing on you. Our legitimate interests are to promote our services, to provide professionals working in real estate with data and analytics to support their business activities, and to improve, monitor and record our systems and performance over time. Information collected from you about other people.

What are we going to do with your information?

We will ask you to provide us with contact details of other persons in your organisation, namely employees and other designated users as part of your team or company. This information will typically be provided to us by you or your team lead.

We will hold and use personal information about you in the following ways:

- To provide you with our services.
- Communicate with you during the course of providing our services, for example with your enquiries and requests.
- Statistical purposes so we can analyse figures to help us manage our business and plan strategically for the future.
- To provide you, with information about goods or services we feel may interest you. If you are an existing customer, we will only contact you via electronic means (e-mail or SMS) with information about goods and services similar to those which were the subject of a previous sale or negotiations of a sale to you, unless we either have your prior consent to contact you or you have provided us with your work contact details consisting of a corporate email address and/or phone number. If you are a new customer, we will only contact you with this information if we have been provided with your corporate email address and/or phone number.
- Track your use of our service including your use of our site, completion of surveys via the site in order to personalise your repeat visits to our site and to administer and improve these.
- To notify you about changes to our service.
- To ensure that content from our website is presented in the most effective manner for you and for your computer.
- Statistical purposes so we can analyse figures to help us manage our business and plan strategically for the future.
- Respond to any complaint against us. How long we keep your data for
We will retain your personal data for five years or until such time as it is no longer necessary to our legitimate interests for marketing purposes, which are described under “On what basis can we process your information”.

We will pass your details to the following organisations (our “data processors”) who carry out certain activities on our behalf as part of our providing services: Smartum Pro LLC, 220037, based in Republic of Belarus, Minsk, Kozlova lane 7, 15, who provide our IT services. Amazon Web Services, Salesforce, Gmail and other internal IT service providers.

We will also disclose your personal information to third parties:

- In the event that we sell or buy any business or assets, in which case we will disclose your personal data to the prospective seller or buyer of such business or assets.
- If our company or substantially all of our assets are acquired by a third party in which case personal data held by us about our customers will be one of the transferred assets.
- If we are under a duty to disclose or share your personal data in order to comply with any legal obligation, in order to enforce or apply our Terms of Use and other agreements; or to protect the rights, property, or safety of our company, our customers or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk deduction.

We will not share your information with third parties for marketing purposes.

Security of your data

Your data will be held on secure servers within the European Economic Area (“EEA”) unless described otherwise in this notice, with all reasonable technological and operational measures put in place to safeguard it from unauthorised access. Where possible any identifiable information will be encrypted or minimised.

If we have given you a username and password which enables you to access certain parts of your data on our systems, you are responsible for keeping it confidential. Please do not share it with anyone. Please take precautionary measures when transferring your data to others outside the EEA.

There may be occasions where we intend on sending your data outside the EEA. This could cover situations where, for example, we use data hosting providers located outside of the EEA.

We currently use an IT services organisation, Smartum Pro LLC (detailed above) located in Belarus, a country outside of Europe where data protection laws are not as strict as they are in the UK. Where your personal data is being transferred outside the EU, we will undertake an assessment of level of protection in light of the circumstances surrounding the transfer. We will make sure that any transfers are not repetitive and only limited to the minimum amount of information possible. In certain circumstances, we may need to seek your consent unless there is an overriding legal need to transfer the information. In the case of Smartum Pro LLC, only their team members have access to specific information and only as and when it is necessary for them to undertake their work in relation to the systems development. We have in place agreements with Smartum Pro LLC relating to maintaining privacy and confidentiality of our clients data.

How you can access, obtain and update your information?

You have a right to request a copy of the personal information we hold about you known as data subject access request. In certain circumstances, you also have the right to receive a copy of your data in a commonly used, machine readable electronic format, such as CSV file. You also have the right to request information we hold about you which may be incorrect, or which has been changed since you first told us, is updated or removed. These requests are free of charge and can be sent to Gavriel Merkado, at support@Realyse.com

How you can object to us using your data or restrict how we use it. You can ask us to limit the way in which we are using your information or object to certain types of processing. We will do our best to comply with your request unless we have to use the information for legitimate business legal purposes. Please note that if you want us to restrict or stop processing your data this may impact on our ability to provide our services. Depending on the extend of your request we may be unable to continue providing you with our service.

Any queries or concerns about the way in which your data is being used can be sent to Gavriel Merkado, at support@realyse.com

Moving your information to another organisation

In certain circumstances you have the right to request that we send a copy of the personal data we hold about you to another organisation for your own purposes, for example when you are dealing with a different service provider. If you would like us to move, copy, or transfer your information to another organisation please let us know by contacting support@realyse.com. We will respond to you within one month after assessing whether or not this is possible, taking into account the technical compatibility with the other organisation in question.

How you can withdraw your consent

You have the right at any time to withdraw any consent you may have given us to process your personal data. Please note if you withdraw your consent it will not affect the lawfulness of any processing of your personal data we have carried out before you withdrew your consent. Should you wish to do so and we have you to consent to our processing your data, you can change your consent preferences at any time by contacting us at support@realyse.com

Children

Our services are not aimed at children

Complaints about the use of your personal data

If you wish to raise a complaint on how we have handled your personal data, you can contact us to have the matter investigated by writing to Gavriel Merkado, at support@realyse.com

If you are not satisfied with our response or believe we are processing your personal data not in accordance with the law you can complain to the UK data protection regulator the Information Commissioner's Office. Further details can be found at www.ico.org.uk or 0303 123 1113