

DISCLAIMER, AND TERMS AND CONDITIONS, July 2018

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The photographs show only certain parts of the property as they appeared at the time they were taken. Some images may have been digitally enhanced. Areas, measurements and distances given are approximate only.

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Any reference to alterations to, or use of, any part of the property does not mean that any necessary planning, building regulations or other consent has been obtained. A buyer or lessee must find out by inspection or in other ways that these matters have been properly dealt with and that all information is correct.

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The VAT position relating to the property may change without notice.

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Framing:

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- disseminating any unlawful, harassing, libellous, abusive, threatening, harmful, vulgar, obscene, or otherwise objectionable material or otherwise breaching any laws;
- transmitting material that encourages conduct that constitutes a criminal offence, or otherwise breaches any applicable laws, regulations or code of practice;
- interfering with any other person's use or enjoyment of the website; or
- making, transmitting or storing electronic copies of materials protected by copyright without the permission of the owner.

You will be responsible for our losses and costs resulting from your breach of the above clauses.

COMPLAINTS HANDLING PROCEDURE

Gregory Moore Property regrets that you have had cause to make a complaint. Gregory Moore Property has implemented the following complaints procedure to help resolve your grievance and work towards continually improving our professional service.

A person has been appointed in this office to deal with complaints, and you should not hesitate to contact the relevant person. Details are set out below:

Sarah Moore
Gregory Moore Property Ltd
Old Seven Stars
Sandpit Lane
Bledlow
Princes Risborough
Bucks HP27 9QQ

Tel: 01844 868100
Email: sarah@gregorymooreproperty.co.uk

Where your complaint is initially made verbally, we would be grateful if you could summarise the nature of your grievance in writing.

Once we have received your written summary of the complaint, we will contact you in writing within seven days to inform of our understanding of the circumstances leading to your complaint. You will be invited to make any comments that you may have in relation to this.

Within 21 days of receipt of your written summary, the person dealing with your complaint will write to you in order to inform you of the outcome of the investigation into your complaint, and to let you know what actions have been or will be taken.

If the complaint has still not been resolved to your satisfaction, we agree to the referral of your complaint to the Property Redress Scheme. This service can consider any consumer complaints including estate agency related complaints.

The contact details for the Property Redress Scheme are:

Property Redress Scheme
Premier House
First Floor
Elstree Way
Borehamwood
WD6 1JH

Tel: 0333 321 9418
Email: info@theprs.co.uk
Web: www.theprs.co.uk

If you remain dissatisfied with any aspect of our handling of your complaint, then we will attempt to resolve this promptly through negotiations, and otherwise agree to enter into any mediation process operated by the Royal Institution of Chartered Surveyors.

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2. Gregory Moore Property are committed to maintaining the trust and confidence of our clients, agents and visitors to our website. Gregory Moore Property is not (and never will) sell, rent or trade email lists (in isolation) to other companies and businesses for marketing purposes. We will only use our marketing list for legitimate business purposes. We want to protect your privacy. If you give us information on the 'Contact Us' form, we will use it only to help us answer your question.
3. The accuracy of your information is important to us. You are invited to view, amend or delete the personal information that we hold. If you change email address, or any of the other information we hold is inaccurate or out of date, please email your request to gregory@gregorymooreproperty.co.uk, requesting the information that we hold about you.
4. We won't disclose your information to any third party unless
 - We have to by law; or
 - If someone working with us is a contractor, and only then if they need to know the information for the purposes for which you gave it to us.
5. The personal information we collect from you might include your name, email address, address, telephone numbers, social media handle, your job title, job description and your property requirements.
6. We want to keep your information secure. We put in place suitable physical and electronic safeguards to secure any information we collect online. We do not collect 'cookies' or use Google analytics.
7. When we electronically send marketing material through our server, or through a third party provider for example Perfect Information Property (who are GDPR compliant). You can unsubscribe to any of our mailings by replying to the email and asking to be unsubscribed.
8. Any questions regarding this policy should be sent to gregory@gregorymooreproperty.co.uk, or telephone: 01844 868100. We keep this policy under regular review and it was last updated in May 2018.