

# Privacy Policy

## Information Collection and Use

We may collect personal information, such as names, email addresses, phone numbers, and addresses, to provide real estate services. This information may be used for purposes including but not limited to facilitating property viewings, communicating updates on property listings, and processing contractual agreements. Rest assured, we will not share or sell this information to third parties without your explicit consent.

## Security

We take the security of your information seriously. When you submit sensitive information via the website, your information is protected both online and offline. We employ industry-standard encryption and security protocols to safeguard your data.

## Cookies

We use "cookies" on this site. A cookie is a piece of data stored on a site visitor's hard drive to help us improve your access to our site and identify repeat visitors. These cookies enable us to enhance user experience, analyze website traffic, and personalize content based on your preferences. You have the option to accept or decline cookies through your web browser settings.

## Links

This website contains links to other sites. Please be aware that we are not responsible for the content or privacy practices of such other sites. We encourage our users to be mindful when they leave our site and to read the privacy statements of any other site that collects personally identifiable information.

## Notification of Changes

Any changes to our Privacy Policy will be posted on this page. We encourage you to review this page periodically for any updates or changes to our policies.

# Complaints Procedure

## Submitting a Complaint

If you have a complaint, please contact us via the contact details provided on the website. Your complaint should include a clear description of the issue and any relevant supporting documentation.

## Investigating the Complaint

Upon receipt of your complaint, we will acknowledge it within 5 business days and promptly initiate an investigation. We are committed to resolving complaints in a fair, transparent, and timely manner.

### **Escalating the Complaint**

If you are not satisfied with the resolution, you can escalate your complaint to a senior member of our team. We will ensure that your escalated complaint is reviewed by an individual with appropriate authority and independence.

### **Final Decision**

Our final decision on your complaint will be communicated to you in writing. We value your feedback and are dedicated to continuously improving our services based on the insights gained from complaints and resolutions.

## **Terms**

### **Use License**

Permission is granted to temporarily download one copy of the materials on our website for personal, non-commercial transitory viewing only. This is the grant of a license, not a transfer of title.

### **Disclaimer**

The materials on our website are provided on an 'as is' basis. We make no warranties, expressed or implied, and hereby disclaim and negate all other warranties, including without limitation, implied warranties or conditions of merchantability, fitness for a particular purpose, or non-infringement of intellectual property or other violation of rights.

### **Limitations**

In no event shall our company or its suppliers be liable for any damages arising out of the use or inability to use the materials on our website. This includes, but is not limited to, damages for loss of data or profit, or due to business interruption, arising out of the use of or inability to use the materials.

## **Disclaimers**

### **Accuracy of Information**

While we strive to ensure the accuracy of information on our website, we do not warrant the completeness or accuracy of the materials. The information provided is for general informational purposes only and should not be relied upon without independent verification.

### **Professional Advice**

The information provided on our website is for general informational purposes only and should not be construed as professional advice. It is not a substitute for seeking professional advice tailored to your specific circumstances.

### **Changes to the Website**

We reserve the right to modify or discontinue the website (or any part of it) without notice. We may also revise these terms of use for the website at any time without prior notice. By using this website, you agree to be bound by the current version of these terms of use.