

SCANTOUR



Privacy Policy

Last Updated: July 2026

Privacy Policy

Scantour ("we", "our", or "us") is committed to protecting your privacy and handling your personal information responsibly.

This Privacy Policy explains what information we collect, how we use it, and your rights under the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

By using our website or engaging our services, you agree to the collection and use of information in accordance with this Privacy Policy.

Who We Are

Scantour

Professional 360° Virtual Property Tours

Website: <https://scantour.co.uk>

Email: hello@scantour.co.uk

If you have any questions regarding this Privacy Policy or the way we process your personal information, please contact us using the details above.

Information We Collect

When you visit our website or contact Scantour, we may collect the following information:

- Your name
- Email address
- Telephone number
- Property address (where relevant)
- Details relating to your enquiry or booking
- Information you voluntarily provide when completing contact forms

- Technical information such as your IP address, browser type, operating system and device
- Website usage information collected through cookies and analytics tools

We only collect information that is relevant and necessary for providing our services.

How We Use Your Information

We use your personal information to:

- Respond to enquiries
- Provide quotations and services
- Arrange appointments
- Communicate regarding existing bookings
- Deliver our virtual tour services
- Improve our website and customer experience
- Monitor website performance through analytics
- Comply with our legal obligations

We will never sell or rent your personal information to third parties.

Property Photography & Virtual Tours

As part of our services, Scantour captures professional 360° imagery and high-resolution photography of residential and commercial properties to create immersive virtual tours.

We only undertake photography and virtual tour capture with the permission of the property owner, occupier, or an authorised representative acting on their behalf.

Before a property is published, clients are responsible for ensuring they are satisfied with the content of the completed tour and that any personal belongings, confidential information or sensitive items they do not wish to appear have been removed or concealed prior to capture.

Where requested before publication, Scantour will make reasonable efforts to exclude or digitally obscure specific sensitive items where technically feasible. Once a virtual tour has been approved and published, responsibility for its ongoing use and distribution rests with the client unless otherwise agreed in writing.

Scantour cannot accept responsibility for personal information or belongings that remain visible within a property following client approval of the completed virtual tour.

Lawful Basis for Processing

We process your personal information under one or more of the following lawful bases:

- Your consent
 - Performance of a contract
 - Legitimate business interests
 - Compliance with legal obligations
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Cookies

Our website uses cookies to improve your browsing experience and to help us understand how visitors interact with our website.

Cookies may include:

- Essential cookies required for website functionality
- Performance and analytics cookies
- Functional cookies that improve usability

You can choose to disable cookies through your browser settings, although some parts of the website may not function correctly.

Google Analytics

Scantour may use Google Analytics to collect anonymous information about how visitors use our website.

This information helps us improve our website and the services we provide.

Google Analytics may collect information including:

- Pages visited
- Time spent on the website
- Device type
- Browser
- Approximate geographic location
- Referring websites

Google processes this information in accordance with its own Privacy Policy.

Embedded Content

Our website may contain embedded content including virtual tours, Google Maps, videos and other third-party media.

These services may collect technical information or cookies in accordance with their own privacy policies. We recommend reviewing the privacy policies of any third-party services you interact with through our website.

Sharing Your Information

We only share personal information where it is necessary to operate our business or where required by law.

This may include:

- Website hosting providers
- Cloud storage providers
- Payment providers (where applicable)
- Professional advisers
- Government authorities where legally required

We require any third parties we work with to process personal information securely and in accordance with applicable data protection legislation.

Data Security

Scantour takes appropriate technical and organisational measures to protect your personal information against unauthorised access, alteration, disclosure or destruction.

Although no online service can guarantee absolute security, we continually review and improve our security measures to safeguard your information.

Data Retention

We only retain personal information for as long as necessary to:

- Deliver our services
- Meet legal and regulatory obligations
- Resolve disputes
- Maintain appropriate business records

When information is no longer required, it will be securely deleted or anonymised.

Your Rights

Under the UK General Data Protection Regulation (UK GDPR), you have the right to:

- Request access to your personal information

- Request correction of inaccurate information
- Request deletion of your information
- Restrict processing of your information
- Object to certain types of processing
- Request transfer of your data to another provider
- Withdraw your consent where processing is based upon consent

To exercise any of these rights, please contact us using the details provided above.

Marketing Communications

Scantour will only send marketing communications where you have requested information, subscribed to updates, or provided your consent.

You may unsubscribe from marketing communications at any time by contacting us or following the unsubscribe instructions contained within our emails.

Third-Party Websites

Our website may contain links to external websites.

Scantour has no control over the privacy practices or content of third-party websites and accepts no responsibility for them. We recommend reviewing the privacy policies of any external websites you visit.

Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in legislation, our services or our business operations.

Any updates will be published on this page together with the revised date at the top of this document.

Contact Us

If you have any questions regarding this Privacy Policy or the way your personal information is handled, please contact:

Scantour - Professional 360° Virtual Property Tours

hello@scantour.co.uk

<https://scantour.co.uk>

Scantour is committed to protecting your privacy and providing professional, transparent and trustworthy services to every client.