

Privacy Policy

Introduction

We are committed to protecting your privacy. This Policy explains how and for what purposes we use the information collected about you via www.peaceofmindlettings.co.uk ("the Website") and the Online Platform.

Please read this Policy carefully. By using the Website and the Online Platform and any services we offer, you are agreeing to be bound by this Policy in respect of the information collected about you.

If you have any queries or comments about the policy, our use of your personal information or wish to unsubscribe from messages from us, please get in touch by writing to the 'Privacy Manager' at the above address.

In general, we use the information we collect about you to:

- provide, supply, transmit and upload any of the products, services, facilities and capabilities displayed or referred to on the Website or on the Online Platform;
- pass your messages on to Tenants, Landlords, Local or people using the Website or Online Platform within the confines of their requests and use of the Online Platform;
- improve the features, products and services we offer;
- support our own marketing and promotion effort;
- keep you informed with information relevant to your interests.

Personal information collected

When you visit, register or use the services on the Website or Online Platform, you may be asked to provide certain information about yourself, including your name, contact details, bank details, credit or debit card and information about your property or personal circumstances as a Landlord, Tenant, or anyone interested in a property or the products & services offered by us. We may also collect information about how you use the Website or Online Platform including your searches, the properties and pages you look at, the advertisers or partners you contact and the contents of the emails you send to them. We will collect information on your use of the Online Platform, what you input, upload, store, transmit, email and communicate. Finally, we may also collect information from any correspondence that you have with us as well as your IP (internet protocol) address and cookies which may uniquely identify your browser or account. This will help us with verification and identity. Collectively, we refer to this as "Your Information".

All of the areas on the Website or Online Platform where you might enter personal information assume your agreement and consent (or otherwise) to our use of your Information. We always use the most recently submitted information or form to reflect your current consent status. If you are a registered user, but not signed in when you submit a form, we won't be able to use your saved settings so will deem your consent choice to be as per the form you submit at the time.

How we use your information

Your Information will enable us to provide you with access to all parts of the Website and Online Platform (in accordance with the Terms of Use and Service Agreement) and to supply the services and features that you have requested. We may aggregate the information to identify patterns which we can use in our marketing and to help us develop, administer, support and improve our services and features.

We may use your Information to contact you for your views on our services and to notify you occasionally about important changes or developments to the Website or Online Platform or any of our products and services. Where you have consented, we may also use your Information to contact you with details about any other products or services we, or our partners or advertisers offer that may be of interest to you. Where you have consented to being contacted by third parties, we may make your Information available to them. If you change your mind about being contacted in the future, please write to us at the address above.

When you contact us, we may keep a record of your communication to help resolve any issues that you might be facing.

The following features, by their nature, require and make use of personally identifiable information.

Registration

When you register on the Website or Online Platform you may be required to provide personal information such as your name, address, telephone number, email address and a password. You can change and update this information at any time by logging into the Online Platform once registration has been completed.

Log in

When you log into the Online Platform you will be required to enter a user name and password. We will store this information on the system. Please keep your user name and password safe and do not disclose it to anyone. We will also store any data added in respect of your social media accounts.

Instructing us

When you take advantage of any of our products and services (instructing us) you will be asked for additional information about you and your property and will be uploading or reviewing information for marketing purposes. Your address will be disclosed on marketing materials such as digital property particulars that will also contain reference to the characteristics of your property provided or approved by you as well as on our Website and on marketing materials and property portals.

Payment details

When you take advantage of any of our products and services we will take certain information from you such as the name on the card, card number, start date, expiry date, security code or issue number as well as your bank details and some additional personal information. This information will be used to take the agreed payment and will not be stored on our system.

Arranging viewings and making offers

When a prospective Tenant wishes to view a property they will choose a convenient time and date from the live interactive diary and they will then be provided with a confirmation of the viewing together with the full name and address (unless we are conducting the viewings on your behalf) of

the Landlord. Should the person who has viewed wish to make an offer they can do so through the Online Platform. The Landlord will be provided with the name of the person who has made the offer together with details of their position as a Tenant.

Feedback

We will ask everyone whom views a property to answer up to five questions about their experience and conclusions on the property they have viewed. This information will be provided to the Landlord and recorded in the Online Platform for both the Landlord and the person who viewed the property.

Saving properties

You will be able to save properties (once registered) that you find on the Website or Online Platform. We may anonymously aggregate these details to indicate how many users have saved a particular property, but we will not make available to third parties any personal data relating to a person who searches.

Messages, emails and alerts

When you send a message, email or an alert or receive one from us; a Landlord, Tenant or third party as a result of your use of the Website or Online Platform, details will be recorded on our system and can be viewed in the Online Platform. Personal information will only be disclosed to the sender or receiver of the message, email or alert as is required and none to you for the purpose of sending or receiving the message, email or alert.

Who has access to the information you provide or we collect?

We retain access to all personal information that we have collected from you. Where any of our products and services is available via the site or the software of our partners, those partners may have access to your Information. Their use of your personal information is governed by their privacy policies. We are not responsible for the privacy policies and practices of any other sites, even if you access them using links from the Website or Online Platform. We therefore recommend that you check the policy of each site that you visit and make sure that you are comfortable with the terms of such policies before providing any personal information.

If our business enters into a joint venture with or is sold to or merged with another business entity, your Information may be disclosed to our new business partners or owners.

If we offer or supply a service to you that is provided on our behalf by a third party we may have to pass your Information to them in order to deliver the service. By using the Website and Online Platform you consent to us providing your Information to the third parties licensed by us to provide such services. We may also use third parties to provide services on our behalf which may include processing (but not using themselves) your Information e.g. to complete partial addresses or to augment the information we hold about you. In either case, we will not pass your data to anyone who is not also registered with the Data Protection Act or is not subject to these or similar provisions in our contract with them and we will not allow the third party to use your Information commercially without your consent.

We will not otherwise disclose, sell or distribute your Information to any third party without your permission unless we are required to do so by law.

Access to, changing or removing the information we hold

Registered users of the Website can update their information or change settings in the Online Platform once logged in. To de-activate an account, please email accounts@peaceofmindlettings.co.uk

Users of the Website or Online Platform can request we provide them with a copy of the personally identifiable information we hold via accounts@peaceofmindlettings.co.uk. You may ask us to make any necessary changes to ensure that such information is accurate and kept up-to-date although you can do this yourself from within the Online Platform. We may charge a small administration fee to cover the data search, preparation and delivery.

Cookies and tracking

Like many sites and software, we use 'cookies' to enable us to personalise your visits, simplify the signing-in procedure, keep track of your preferences and to track the usage of the Website or Online Platform. Cookies are small pieces of information that are stored in the hard drive of your computer by your browser. Your browser will have the option to prevent sites using cookies (your browser's help screen or manual will tell you how to do this), but please note that this may reduce the functionality of the Website or Online Platform and other Sites.

Like all sites, our servers automatically record 'log files' containing information about the volume and characteristics of the Website and Online Platform traffic e.g. IP address, numbers of pages viewed, length of time spent on site etc. We use log files to build pictures of how the Website and the Online Platform is used that help us to monitor and improve our service. We cannot identify you from your log files.

We use Google AdWords remarketing services to advertise on third party websites (including Google) to previous visitors to our site. It could mean that we advertise to previous visitors who have not yet completed a task on our site, for example using the contact form to make an enquiry. This could be in the form of an advertisement on the Google search results page, or a site in the Google Display Network. Third-party vendors, including Google, use cookie to serve ads based on someone's past visits to our website. Of course, any data collected will be used in accordance with our own privacy policy and Google's privacy policy.

Security, storage and transfer of information

We follow strict security procedures to ensure that your personal information is not damaged, destroyed, or disclosed to a third party without your permission (unless they are providing services as outlined above and to prevent unauthorised access to it. The computers that store the information are kept in a secure facility with restricted physical access and we use secure firewalls and other measures to restrict electronic access. If we are working with third parties we will require them to have in place similar measures to protect your Information.

All of the information we collect or record is restricted to our offices. Only employees and Licensees who need the information to perform a specific job are granted access to personally identifiable information. We will explicitly ask you when we need information to identify you. We may require you to co-operate with our security checks before we disclose information to you. You can update the personal information that you give us at any time from within the Online Platform.

We will retain your information for a reasonable period or for as long as is required by law.

Changes to the Policy

We may change this Policy from time to time as we add new services or features or in response to changes in the law or our commercial arrangements. Any changes to this Policy will be posted on the Website.

The information contained in the Website and Online Platform is subject to change without notice.