

PRIVACY POLICY

We are always transparent about our policies

1. General

1.1 – This is the privacy policy (“Privacy Policy”) relating to Province Lettings & Estates Limited Letting Agents (“Province Lettings & Estates”) website located at www.province-lettings.co.uk (the “Website”) and Province Lettings & Estates Limited as a company. This Privacy Policy is applicable to any personal information which identifies the user/customer/landlord/third part supplier (“you” or “your”) and is given by you to Province Lettings & Estates Limited via the Website or a related website (the “Personal Information”) phone call, in person, email or in writing. Province Lettings & Estates Limited may at any time modify, recover, alter or update this Privacy Policy.

1.2 – This Privacy Policy describes the Personal Information that Province Lettings & Estates Limited may collect from you and the ways which Province Lettings & Estates Limited may use that Personal Information. It also tells you how you can check that the Personal Information about you that Province Lettings & Estates Limited keeps is accurate and how you can instruct Province Lettings & Estates Limited to erase this information from its files.

2. Intent

2.1 – From time to time, you may be asked to submit Personal Information in order to receive or use services in the company/on the Website. By entering your details in the fields requested, you enable Province Lettings & Estates Limited and its service providers to provide you with the services you select. Whenever you provide such Personal Information, Province Lettings & Estates Limited will treat that information in accordance with this Privacy Policy. Province Lettings & Estates Limited respects the privacy of every individual.

2.2 – By accessing and using the Website you are agreeing or have agreed to be bound by the Website Terms and the Privacy Policy and you consent to Province Lettings & Estates Limited holding, processing and transferring any Personal Information that you give Province Lettings & Estates Limited as set out in this Privacy Policy. Province Lettings & Estates Limited is notified under the Data Protection Act 1998 and GDPR 2018. By liaising with Province Lettings & Estates Limited in any form of contact, you also agree to the same (website, phone, post, in person or by email).

2.3 – Personal Information will only be used for the purposes stated at the collection point or in accordance with this Privacy Policy. If applicable you may have the opportunity at the collection point to “opt in” to the receiving of promotional and/or marketing information from Province Lettings & Estates Limited and/or any third parties. Province Lettings & Estates Limited will not use your data without your consent.

3. The Personal Information Collected

Province Lettings & Estates Limited may request, personal information from you which may include and is not limited to your name, address, e-mail address, telephone number, fax number, password, firm’s name or position of employment.

4. Province Lettings & Estates Limited Use of the Personal Information

4.1 – Province Lettings & Estates Limited will use your name, address, telephone number, fax number or e-mail address to contact you when necessary.

4.2 – Employees, contractors and agents of Province Lettings & Estates Limited may be given access to any Personal Information which Province Lettings & Estates Limited collect, but their use shall be limited to the performance of their duties in relation to the services provided by Province Lettings & Estates Limited.

4.3 – Other than what is required by law or as set out in this Privacy Policy, Province Lettings & Estates Limited will not disclose, rent or sell the Personal Information to any third party without your permission.

4.4 – Province Lettings & Estates Limited will hold your Personal Information on its systems. Province Lettings & Estates Limited will remove it either when requested by you, when you have informed Province Lettings & Estates Limited that you no longer wish to have your data held by or receive communications from Province Lettings & Estates Limited

4.5 – The Personal Information will be held only as long as is necessary to ensure that the Website runs smoothly. Province Lettings & Estates Limited may notify you on the Website that your Personal Information may be used to allow Province Lettings & Estates Limited to contact you for “service administration purposes”. This means that Province Lettings & Estates Limited may contact you for a number of purposes relating to the services they provide on the Website. For example, Province Lettings & Estates Limited may wish to provide you with a password reminder or notify you that a particular service has been suspended for maintenance. Your data will be added to Province Lettings & Estates Limited data system (Origin/tilt) and will be held, with your permission, once you have opted in to be contacted with any method.

5. Cookies

5.1 – You should be aware that information in data may be automatically collected through the use of “cookies”. Cookies are small text files a Website can use to recognise and allow Province Lettings & Estates Limited to observe behaviour and compile accurate data in order to improve the Website and to target any advertising.

5.2 – Most internet browsers enable you to erase cookies or receive a warning that cookies are being installed and if you do not want information collected through these cookies there is a simple procedure by which most browsers allow you to deny the cookies feature. Please refer to your browser instructions or help pages to learn more about these functions.

6. Security Measures

6.1 – Province Lettings & Estates Limited will take reasonable precautions to prevent the loss, misuse or alteration of your Personal Information. Province Lettings & Estates Limited agents who have access to your Personal Information are required to keep that information confidential and are not permitted to use it for any purposes other than to enable you to use the Website or to formulate documents in respect of your tenancy.

7. Your Access to the Information

7.1 – *Right to Deletion* – You have the right to request that all your personal data we hold is deleted. Such a request can be sent by post or email, where we will confirm deletion or if not possible, explain the legitimate or lawful reasons why such a request cannot be actioned within 7 working days of receipt.

Right to Rectification – You have the right to request that we amend any personal data we hold for you if you believe it is incorrect. Such a request can be sent to the above address or email, where we will confirm rectification or if not possible, explain the legitimate or lawful reasons why such a request cannot be actioned within 7 working days of receipt.

Subject Data Access Request – You have the right to request at any time, confirmation of the actual personal data we hold for you, and how this has been processed. Such a request can be sent to the above address or email which will be actioned within 28 working days of receipt.

7.2 – If requested Province Lettings & Estates Limited will use reasonable efforts to supply, correct or delete information about you on their files.

8. Transfers of Information Outside the European Economic Area

8.1 – Your use of the Website may result in the transfer of Personal Information provided by you across national boundaries. By visiting the Website and communicating with Province

Lettings & Estates Limited electronically, you consent to the transfer of your Personal Information outside the European Economic Area.

9. Third Party Websites

9.1 – The Website may contain links to other websites. Province Lettings & Estates Limited is not responsible for the privacy practice or content of such websites.

9.2 – Landlords, General Data Protection Regulations – The Landlord agrees that any personal data provided to them by the Agent, such as tenant details, are safely stored and not passed onto any third party without the explicit consent of the individual to whom that data belongs and where that personal data is no longer required, that such personal data is disposed of securely. The Landlord further agrees, that they will fully cooperate with the Agent in the event a Subject Data Access Request is received, and to compensate the Agent for any liability incurred through a failure of the Landlord to adhere with the General Data Protection Regulations.

9.3 – Third Parties, the third party agrees that any personal data provided to them by Province Lettings & Estates Limited, such as tenant details, are safely stored and not passed onto any additional party without the explicit consent of the individual to whom that data belongs and where that personal data is no longer required, that such personal data is disposed of securely. Any data must be securely destroyed in accordance with GDPR after use. No data is to be held by any third party. Data must be re-obtained should the third party require this in the future. Each third party is responsible for their own compliance to the GDP regulations.

The third party further agrees, that they will fully cooperate with Province Lettings & Estates Limited in the event a Subject Data Access Request is received, and to compensate Province Lettings & Estates Limited for any liability incurred through a failure of a third-party supplier of Province Lettings & Estates Limited to adhere with the General Data Protection Regulations.

10. Contact Province Lettings & Estates Limited

10.1 – If you have any questions regarding this privacy policy please contact Province Lettings & Estates Limited Privacy Officer at paul@provincelettingsstates.co.uk