

Privacy Policy

This privacy policy sets out how Lettings Express uses and protects any information that you give Lettings Express when you use our services.

Lettings Express are committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, you can be assured that it will only be used in accordance with this privacy statement.

Lettings Express may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes. This policy is effective from May 2018. By submitting your details or contacting us via the website you are deemed as agreeing to these terms unless specifically stating otherwise.

What We Collect

We may collect the following information:

1. Personal Information
2. Contact Information Including Telephone Numbers and Email Addresses
3. Demographic information such as Addresses & Post Codes
4. Other information relevant to customer surveys and/or offers

What We Do With The Information We Gather

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:

- 1 Internal record keeping.
- 2 We may use the information to improve our products and services.
- 3 We may periodically send promotional email about new products, special offers or other information which we think you may find interesting using the email address which you have provided.
- 4 From time to time, we may also use your information to contact you for market research purposes. We may contact you by email, phone, fax or mail.
- 5 We may use the information to customise the website according to your interests.



Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

GDPR Individual Rights

Lettings Express comply with regulations imposed by the Information Commissioners Office (ICO). The UK's independent Authority set up to uphold information rights in the public interest, promoting openness by public bodies and data privacy for individuals.

The GDPR provides the following rights for individuals:

- 1 The right to be informed
- 2 The right of access
- 3 The right to rectification
- 4 The right to erasure
- 5 The right to restrict processing
- 6 The right to data portability
- 7 The right to object
- 8 Rights in relation to automated decision making and profiling.

If you require any further guidance relating to access your data and rights or wish to process a complaint please refer to the ICO website at ico.org.uk

Links To External Websites

Our website may contain links to enable you to visit other websites of interest easily. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

Social Media Platforms

Communication, engagement and actions taken through external social media platforms that this website and its owners participate on are custom to the terms and conditions as well as the privacy policies held with each social media platform respectively.

Users are advised to use social media platforms wisely and communicate / engage upon them with due care and caution in regard to their own privacy and personal details. This website nor its owners will ever ask for personal or sensitive information through social media platforms and encourage users wishing to discuss sensitive details to contact them through primary communication channels such as by telephone or email.

This website may use social sharing buttons which help share web content directly from web pages to the social media platform in question. Users are advised before using such social sharing buttons that they do so at their own discretion and note that the social media platform may track and save your request to share a web page respectively through your social media platform account.

Controlling Your Personal Information

You may choose to restrict the collection or use of your personal information in the following ways:

1. When you register with us online, there is the option to indicate that you do not want the information to be used by anybody for direct marketing purposes.
2. If you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by writing to:

Lettings Express
23 High Street
Normanby
Middlesbrough
TS6 0NH

or emailing us at info@let-express.co.uk

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law. We may use your personal information to send you promotional information about third parties which we think you may find interesting if you tell us that you wish this to happen.



Data Request

You may request details of personal information which we hold about you under the Data Protection Act 1998. If you contact Lettings Express requesting this information, this is called a subject access request.

A small fee will be payable. If you would like a copy of the information held on you please write to:

Lettings Express
23 High Street
Normanby
Middlesbrough
TS6 0NH

If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible, at the above address.

Policy Prepared By: Neil Wilson
Approved By: Jenny Green
Reviewed by: Jenny Green
Policy Became Operational: 1st May 2018
Next Review Date: 7th February 2021