

Under our legal obligations, legitimate interest and contract law we will use your personal information as detailed below:

Introduction

This document sets out how personal data supplied to us for the purposes set out below is used. We have set out the various sources and reasons for requesting and collecting personal data, the explicit purpose for requiring the data and the safeguards and routines used to safeguard and as required retain, set aside or destroy personal data. This note concludes with a confirmation of our security arrangements and details of the procedures for requesting access to personal information held as required by the regulations.

Landlords – Requesting valuation

Information collected - Name, address and contact details

Why – We may need to confirm or alter appointments and to protect staff on appointments. If not instructed all information deleted.

Landlords – Instructing us to place property on market for rent

Information collected – Name, address, contact details, proof of ownership and/or proof of residency if not living at property and photo ID.

Why – To fulfil our Terms & Conditions and Anti-Money Laundering regulations.

This information will be kept for seven years to comply with contract law and HMRC regulations. After seven years paper files are shredded, and data files are deleted and or anonymised. This information will be used for day-to-day business and normal client communication. Information will be released to HMRC or a court of law if requested.

If property is not let by ourselves all information will be deleted as soon as possible unless you confirm that we may keep it for future marketing.

No information is released to tenants without your prior written consent. In the case of an unmanaged property tenants will be given the landlord's contact details for arranging rental payments and repairs etc.

Applicants for Lettings

Information collected - Name, address & contact details.

Why – We may need to confirm or alter appointments and to protect staff on appointments. Your information at this stage is not passed on to any third parties and if you do not rent through us the information will be deleted / anonymised as soon as possible.

We will ask for your consent to forward details of other properties which may be of interest to you. If you do not give consent then we will not send you further details

Applicants Renting a property

Information collected – Name, address, contact details, proof of ID (Passport, ID card, proof of residency, 3-12 month's bank statements and credit information). Employer details, current or previous landlord details.

Why – We need the information to determine your eligibility to proceed with a rental and to comply with Anti Money Laundering. This information is shared with the landlord in order to make a decision to proceed. The information will be processed by us and or 3rd party referencing agencies. If requested we will provide the name of the refereeing agency being used.

Sensitive information and documentation (i.e. bank statements) will be destroyed at the end of the tenancy and after any deposit has been returned. General information will be kept for seven years to comply with contract law and HMRC regulations.

The information taken from your application form will be used for normal client communication i.e, making appointments, rent collection, arranging repairs. This information will also be used should you default on your tenancy agreement resulting in court action or debt collection. The information may also be passed to utility companies and the local authority.

Your name address and contact details are also passed to the Tenancy Deposit Scheme to register your deposit. For managed tenancies your information may be passed to our approved contractors for maintenance and repair work. A list of our approved contractors is available upon request.

Security of Information

All information shared on our computers is password protected.

All of our computers are shut down when offices are closed and the premises are locked

Archived paper files are kept for seven years in locked secure premises.

Your information used on our website www.ukpropertyanswers.com

We may collect personal identification information from Users in a variety of ways, including, but not limited to, when Users visit our site, subscribe to the newsletter, fill out a form, and in connection with other activities, services, features or resources we make available on our Site. Users may be asked for, as appropriate, name, email address, phone number.

We will collect personal identification information from Users only if they voluntarily submit such information to us. Users can always refuse to supply personally identification information.

Non-personal identification information

We may collect non-personal identification information about Users whenever they interact with our Site. Non-personal identification information may include the browser name, the type of computer and technical information about Users means of connection to our Site, such as the operating system and the Internet Service Providers (ISP) utilized and other similar information.

Web browser cookies

Our Site may use "cookies" to enhance User experience. User's web browser places cookies on their hard drive for record-keeping purposes and sometimes to track information about them. User may choose to set their web browser to refuse cookies, or to alert you when cookies are being sent. If they do so, some parts of the Site may not function properly (as intended).

How we use collected information

UK Property Answers Ltd collects and uses Users personal information collected from our website for the following purposes:

To personalize user experience

We may use information to understand how our Users as a group use the services and resources provided on our website.

To improve our Website

We continually strive to improve our website based on the information and feedback we receive from you.

To improve customer service

Your information helps us to more effectively respond to your customer service and support requirements.

To send periodic emails

The email address Users provide will only be used to respond to their enquiries, and/or other requests/questions. If the User decides to opt-in to our mailing list, they will receive emails that may include company news, updates, related product or service information, etc.

If at any time the User would like to unsubscribe from receiving future emails, we include detailed unsubscribe instructions at the bottom of each email.

Sharing your personal information

We do not sell, trade, or rent Users personal identification information to others.

Third party websites

Users may find advertising or other content on our Site that link to the sites and services of our partners, suppliers, advertisers, sponsors, licensors and other third parties. We do not control the content or links that appear on these sites and are not responsible for the practices employed by websites linked to or from our Site.

In addition, these sites or services, including their content and links, may be constantly changing. These sites and services may have their own privacy policies and customer service policies. Browsing and interaction on any other website, including websites which have a link to our Site, is subject to that website's own terms and policies.

Your Rights

You have the right to request to see all your information kept by ourselves and to rectify your information held by us.

To request information held on you you should email us at **info@ukpropertyanswers.co.uk**