**South Lakes Lettings Ltd Privacy Statement**

At South Lakes Lettings Ltd, we pride ourselves on our commitment to protecting your privacy. Our Data Security Principles reflect our company’s values in how we look after the privacy of your data. If you have questions or complaints regarding our Privacy Statement or practices, please contact us as detailed under in ”Contact US”.

**1. WHEN THIS PRIVACY STATEMENT APPLIES.**
This Privacy Statement (“Statement”) applies to our website, products, and all services.

**2. WHAT WE DO WITH YOUR INFORMATION.**
We only use your data for the purpose it was collected, ie to provide services to you. We do not sell your Personal Information to anyone.

a) Types of Information We Collect. In connection with accessing our Services, we may collect information from you which can be used to identify you (“Personal Information”), such as your name, billing address, email address, NI number and phone number.
We collect information when you register as a client, sign in, submit a return to us, contact us for support, or give us feedback. Finally, we also collect content or other information that you may provide or create when you interact with our Services. Our Services may expand over time and we may introduce new features that may collect additional types of information.

b) How We Use Your Information. We may use your information, including your Personal Information, for the following purposes:

Account Registration. We may use personal details to register your account for certain Services we provide and to communicate important information to you. We are not required to collect any data which could be considered as sensitive personal data.

To tell you about other service offers.

To carry out our services on your behalf. We may use your information to operate our business, submitting returns and supporting your case, and to help protect data from fraudulent activities..

c) How We Share Your Personal Information. From time to time, we may need to share your Personal Information with others.
Third Party Service Providers. We may share your information, including Personal Information and Usage Data, with third party service providers who perform various functions to enable us to provide our Services and help us operate our business, such as;

* Cloud providers that help us store your information.
* IT Service providers that help us with our internal IT issues.
* Couriers that help deliver our products to you.
* Sending email communications.
* Anti-Money laundering checks.
* Fraud detection and prevention.
* Third party representative as requested by you occasionally.
* HMRC

**3. WHAT YOU CAN DO TO MANAGE YOUR PRIVACY.**

a) Managing marketing communications from us. We will generally only contact via digital media, but will honour any preference you express on contacting you. If you choose not to receive marketing communications from us, we will continue to send you mandatory service or transactional communications.

b) Updating Your Personal Information. In connection with your right to manage your Personal Information you provide to us, you may access, update, change, correct or request deletion of your information by contacting us with a written request using the Contact Us.

c) Social Media Features. Our Services may use social media features, such as Facebook sharing (“Social Media Features”). These features may collect your IP address and which page you are visiting within our service and may set a cookie to enable the feature to function properly. Social Media Features are either hosted by a third party or hosted directly on our Services. Your interactions with these features are governed by the privacy statement of the company providing the relevant Social Media Features.

**4. DATA RETENTION AND YOUR ACCESS RIGHTS**
Data Retention. In accordance with and as permitted by applicable law and regulations, we will retain your information as long as necessary to serve you, to maintain your account for as long as your account is active, or as otherwise needed to operate our business. When you close your account, we may continue to communicate with you about our Services, give you important business updates that may affect you, and let you know about products and services that may interest you, unless you have opted out of receiving marketing communications. We may also continue to use some of your information for business purposes and to improve our offerings or in some cases to develop new ones. We will retain and use your information as required by applicable regulations, and maintain management policies to comply with our legal and reporting obligations, resolve disputes, enforce our agreements, complete any outstanding transactions and for the detection and prevention of fraud.

**5. SECURITY OF YOUR INFORMATION.**
We provide reasonable and appropriate security measures in connection with securing Personal Information we collect.
For example, we:

* Review data security provision with our providers.
* Comply with applicable laws and security standards.
* Securely transmit your sensitive Personal Information.
* Train our teams and require them to protect your data.
* Transmit, store, protect, and access all cardholder information in compliance with the Payment Card Industry’s Data Security Standards.

**6. SUBJECT ACCESS REQUEST.**
The Data Protection Act provides you, the data subject with a right to request a copy of the personal data we hold about you. Please contact us to request a subject access request form. Once we have received the completed form we will have 40 days in which to process it. If the information you are requesting about yourself contains details of another person or third party, we may have to gain their consent before disclosing the information.

**7. HOW TO CONTACT US.**
If you have questions or comments about this Privacy Statement, please “contact us” from our website detailing the Data Protection Officer..

**8. CHANGES TO OUR PRIVACY STATEMENTS.**
From time to time we may change or update our Privacy Statements. We reserve the right to make changes or updates at any time. More information about how we will notify you is below.

If we make material changes to the way we process your Personal Information, we will provide you notice via our Service or by other communication channels, such as by email or community post. Please review any changes carefully. If you object to any of the changes and no longer wish to use our Services, you may close your account(s). All changes are effective immediately upon posting and your use of our Service after a notice of material change or posting of an updated Privacy Statement shall constitute your consent to all changes.

**9. COLLECTION AND USE OF CHILDREN’S PERSONAL INFORMATION.**



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