

PRIVACY POLICY – NIKKI GOSNEY LETTINGS

SUMMARY

Below is a summary of some key terms of this Privacy Policy. This summary is for your reference only and does not form part of the Privacy Policy.

- We are committed to protecting your personal information when you use our Site and we want you to be confident that your personal information is safe and secure with us. This Privacy Policy explains the following:
 - how we collect your personal information;
 - what personal information we collect;
 - how we use your personal information;
 - who we share your personal information with; and
 - the rights and choices you have when it comes to your personal information.
- Use of our Site is subject to the terms of this Privacy Policy. If you don't agree to these terms, please stop using the Site immediately.
- We may collect personal information about you when you use our Services.
- The ways in which we may use your personal information are described in Section 4 below. They include:
 - enabling you to enquire about our services ; and
 - communicating with you about your enquiry.

DETAIL

❖ Who are we

This privacy policy applies between you, the User of this Website and Nikki Gosney Lettings , the owner and provider of this Website. Nikki Gosney Lettings takes the privacy of your information very seriously. This privacy policy applies to our use of any and all Data collected by us or provided by you in relation to your use of the Website. **Please read this privacy policy** This Privacy Policy explains how we will use personal information about you and the steps we take to ensure your personal information is kept secure and confidential.

❖ Definitions

In this privacy policy, the following definitions are used:

Data	collectively all information that you submit to Nikki Gosney Lettings via the Website. This definition incorporates, where applicable, the definitions provided in the Data Protection Act 1998 and /or GDPR May 2018
Cookies	a small text file placed on your computer by this Website when you visit certain parts of the Website and/or when you use certain features of the Website. Details of the cookies used by this Website are set out in the clause below (Cookies);
Nikki Gosney Lettings , we or us	Nikki Gosney Lettings of Vistan , Bendarroch Road, West Hill, Ottery St Mary, Devon, EX111UU;

UK and EU Cookie Law	the Privacy and Electronic Communications (EC Directive) Regulations 2003 as amended by the Privacy and Electronic Communications (EC Directive) (Amendment) Regulations 2011;
User or you	any third party that accesses the Website and is not either (i) employed by Nikki Gosney Lettings and acting in the course of their employment or (ii) engaged as a consultant or otherwise providing services to Nikki Gosney Lettings and accessing the Website in connection with the provision of such services; and
Website	the website that you are currently using, www.nikkigosneylettings.co.uk

❖ Scope of this privacy policy

This privacy policy applies only to the actions of Nikki Gosney Lettings and Users with respect to this Website. It does not extend to any websites that can be accessed from this Website.

❖ How do we collect information?

We may obtain personal information from you through the websites, mobile applications or other similar devices, channels or applications operated by or on behalf of Nikki Gosney Lettings.

- Tenants – We would collect information only if
 - You complete the Registration form
 - You send an email to Enquiries@nikkigosneylettings.co.uk
 - You call Nikki Gosney lettings on 01404-812885

Landlords – We would collect information only if you have completed the “free valuation form” with your details

❖ What personal information do we collect?

We collect personal information about you when you give this to us in the course of registering for and/or using our Services on our Site. i.e we may collect your name, address, email address or telephone number. This might be, for example, to obtain additional information on our existing properties or to obtain additional information on our services. We make sure that we have appropriate security measures to protect your information (see section below "How secure is our site and what steps do we take to keep you safe?"). We will periodically review your personal information to ensure that we do not keep it for longer than is permitted by law (see section below which details "how long we keep your personal information for").

Note that it is your responsibility to check and ensure that all information, content, material or data you provide on the Site is correct, complete, accurate and not misleading and that you disclose all relevant facts.

We do not knowingly collect or store any personal information about children under the age of 16, provided through the website. If you are aged under 16 please get your parent or guardian's permission before you provide any personal information to us.

If you are providing us with another person's information you should first ask them to read this Privacy Policy. By giving us information about another person you are confirming that they have given you consent to provide the information to us and that they understand how their details will be used.

❖ How do we use your information

We may use/gather your personal information:

1. when you contact us directly regarding our services
2. to enable us to contact you regarding our services;
3. to personalise and improve aspects of our Services
4. to communicate with you, including some or all of the following:
 - sending you information about properties and/or our services in answer to your enquiries raised through the website - If you agree, we will contact you (depending on your contact preferences) by one of the following methods - email, post, telephone sms.

We will store the personal information you provide and you may amend your preferences at any time by emailing us.

enquiries@NikkiGosneyLettings.co.uk

❖ Why do we process your personal information

We will only collect and use your personal information (as described in section 4) in accordance with data protection laws. Our grounds for processing your personal information are as follows:

1. **Consent** – Where necessary we will only collect and process your personal information if you have given your consent for us to do so
2. **Legitimate Interests** – We may use and process some of your personal information where we have sensible and legitimate business grounds for doing so. Under European privacy laws there is a concept of “legitimate interests” as a justification for processing your personal information. Our legitimate interests for processing your personal information are:
 - 2.1. to communicate with you about our Services/ properties. We need to keep you informed about your use of our Services - for example sending you a confirmation email regarding your property interest. This won't include any marketing communications unless you have given us your specific consent to receive these.

- 2.2. to improve our Services. We may use your personal information to personalise aspects of our service. We constantly aim to improve our Services to you and using your personal information in this way helps us to do this.

From May 2018, you will have a right to object to our use of your personal information for these legitimate interests. If you raise an objection we will stop processing your personal information unless very exceptional circumstances apply, in which case we will let you know why we are continuing to process your personal information. Please contact us at enquiries@nikkigosneylettings.co.uk if you wish to exercise this right.

Please also refer to the section below entitled "Your personal data rights and how to contact us"

❖ Who do we share your information with

When you use any of our Services, we may disclose your personal information to the following parties:

1. **Nikki Gosney Lettings** (i) to communicate with you, including (if you consent) sending you information about products and services which may be of interest to you; (ii) to speed up form filling, or to personalise, or improve your experience on its website, mobile applications or other similar devices, channels or applications; or (iii) in accordance with its **privacy policy**.
2. **Our partner** is the company who host this website and control the security and database for this website.(www.southcourtproperty.co.uk)
3. **Other service providers** that we engage to help us provide certain services BUT ONLY after a suitable property has been found / agreed and the Letting process has commenced. For prospective tenants/ landlords these include:
 - 3.1.1. Maintenance Contractors – any work required at the property address.
 - 3.1.2. Utility Companies – at commencement of the tenancy
 - 3.1.3. DPS (Deposit Protection Scheme process) if tenancy agreed
4. In connection with the sale or potential sale of all or part of our business.

If we reasonably believe false or inaccurate information has been provided and fraud is suspected, details may be passed to fraud prevention agencies to prevent fraud and money laundering.

❖ What cookies do we use?

A cookie is a very small text file placed on your computer or device. Cookies help us to maintain the required security on the site through our site hosting company (southcourt Property). We do not collect any information via cookies for marketing purposes.

For more information on the cookies we use, please see our Cookie Policy.

❖ What advertisements do we show on our site?

- The advertisements that you see displayed on our site are delivered on our behalf to show the properties that are/have been available for rent

- The logos shown are not linked to any other website. They are shown as affiliated companies to Nikki Gosney Lettings.
- No information which identifies you, for example your name, address, email address or telephone number, is used to provide this advertising/ logos.

❖ How secure is our site and what steps do we take to keep you safe?

Your personal data's security is very important to us. This is why, where it's appropriate, our Site use HTTPS to help keep information about you secure. However, no data transmission over the internet can be guaranteed to be totally secure.

The website is secured by SSL. SSL (Secure Sockets Layer) is a standard security protocol for establishing encrypted links between a web server and a browser in an online communication. The usage of SSL technology ensures that all data transmitted between the web server and browser remains encrypted.

You may complete a registration process when you sign up to enquire about certain properties or services. However, it should be noted that this does not include a username/ password requirement to access pages on our website or to send your enquiry to us.

We do our best to keep the information you disclose to us secure. However, we can't guarantee or warrant the security of any information which you send to us, and you do so at your own risk. By using our Site you accept the inherent risks of providing information online and will not hold us responsible for any breach of security.

It might sometimes be necessary for us to transfer your personal information outside of the European Economic Area (EEA) to locations that may not provide the same level of protection as the UK. However, we will only transfer your personal information out of the EEA if we have put in place appropriate safeguards and protections as stated under UK law for example by the use of a data-transfer agreement incorporating certain standard model protection clauses. For example of you are currently residing out of the UK and are looking for a let in the UK.

❖ How can you amend your preferences?

Should you no longer wish to be contacted by us, you can advise us at any time by contacting us on 01404-812885 (+44 outside the UK) - lines are open Monday to Friday 9.00 to 5.30 or by sending an email to enquiries@nikkigosneylettings.co.uk

❖ Your personal data rights and how to contact us

You have certain rights under existing data protection legislation including the right to request a copy of any personal information we hold about you, if you request it from us in writing.

From May 2018 you will have the following rights:

- (i) **Right to access:** the right to request copies of your personal information from us, free of charge.

(ii) **Right to correct:** the right to have your personal information rectified if it is inaccurate or incomplete;

(iii) **Right to erase:** the right to request that we delete or remove your personal information from our systems;

(iv) **Right to restrict our use of your information:** the right to ‘block’ us from using your personal information or limit the way in which we can use it;

(v) **Right to data portability:** the right to request that we move, copy or transfer your personal information;

(vi) **Right to object:** the right to object to our use of your personal information including where we use it for our legitimate interests or where we use your personal information to carry out profiling to inform our market research and customer demographics (see section 5 above).

To make enquiries, exercise any of your rights set out in this Privacy Policy and/or make a complaint please contact us at enquiries@nikkigosneylettings.co.uk

If you are not satisfied with the way any complaint you make in relation to your personal information is handled by us then you may be able to refer your complaint to the relevant data protection regulator which in the UK is the Information Commissioner’s Office.

This Privacy Policy shall be governed and construed in all respects in accordance with the la

❖ How long do we keep your information for

Unless a longer retention period is required or permitted by law, we will only hold your personal information on our systems for the period necessary to fulfil the purposes outlined in this Privacy Policy or until you request it is deleted. If, having registered for any of our Services, you do not use them for a reasonable time, we may contact you to ensure you’re still happy to receive communications from us. Even if we delete your personal information it may persist on backup or archival media for legal, tax or regulatory purposes.

❖ Changes to this privacy policy

We reserve the right to amend or modify this Privacy Policy at any time and any changes will be published on the Site. The date of the most recent revision will appear on this page. If we make significant changes to this policy, we may also notify you by other means such as sending an email. Where required by law we will obtain your consent to make these changes. If you do not agree with any changes please do not continue to use the Site.

COOKIES POLICY – NIKKI GOSNEY LETTINGS –

SUMMARY

A cookie is actually a small computer file which may be downloaded to your computer's hard drive when you visit a website. Cookies are harmless files which can help improve your experience of using a website

A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

Nikki Gosney Lettings works with third parties in providing you services through our Sites and they may set a cookie on your computer as part of this arrangement.

On this Website (Nikkigosneylettings.co.uk) only the following Cookie is used:

Type of Cookie	Purpose
Strictly necessary cookie	This cookie is required by Southcourthub.net to display property sessions for the listings from their database.

- You can choose to enable or disable Cookies in your internet browser. By default, most internet browsers accept Cookies but this can be changed. For further details, please consult the help menu in your internet browser.
- You can choose to delete Cookies at any time; however you may lose any information that enables you to access the Website more quickly and efficiently including, but not limited to, personalisation settings.
- It is recommended that you ensure that your internet browser is up-to-date and that you consult the help and guidance provided by the developer of your internet browser if you are unsure about adjusting your privacy settings.

Most cookies are deleted as soon as you close your browser; these are known as session cookies. Others, known as persistent cookies, are stored on your computer either until you delete them or they expire. The cookie on our website is a session cookie .

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This will not prevent you from taking full advantage of our Site.

Types of COOKIE

Required – The cookie used on Nikkigosneylettings.co.uk is one which is critical to the functionality of the Site. It is used to maintain the security of the properties shown on the site

Functional – These type of cookies are not used

Marketing – These type of cookies are not used

So that we can offer you the best possible online experience, new services using cookies may be added to our site from time to time. We aim to keep the cookies information provided here as accurate as possible and use all reasonable efforts to review and update the details.

You can use your browser settings to accept or reject cookies and delete existing cookies. If you have disabled cookies in your web browser you won't be able to benefit from using the comparison tools available on the Sites. In order to enable cookies to use our Sites, we have provided the following helpful information for users of various browsers. The majority of web browsers automatically enable cookies as a default setting.

Browser	Windows	Mac
	Choose Tools and then Internet Options Click the Privacy tab Choose your preferred settings.	Choose Preferences from Explorer menu Select Receiving Files options Select Cookies Choose your preferred settings
	Choose Preferences from the Edit menu Select Privacy & Security Then select Cookies Choose your preferred settings	Choose Preferences from the Edit menu Select Privacy & Security Then select Cookies Choose your preferred settings
	Choose Preferences from Safari menu Select Security icon Cookie settings are shown in window Choose your preferred settings	Choose Preferences from Safari menu Select Security icon Cookie settings are shown in window Choose your preferred settings

	Click the spanner icon on the browser toolbar Select Settings Click Show advanced settings In the "Privacy" section, click the Content settings button In the "Cookies" section, you can change the following cookies settings	Click the spanner icon on the browser toolbar Select Settings Click Show advanced settings In the "Privacy" section, click the Content settings button In the "Cookies" section, you can change the following cookies settings
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If you are using an older version of the browsers mentioned above, or a different browser, please refer to the relevant documentation provided through the online help files available for these browsers.

Updated May 2018