



KeyRing Lettings: Privacy Policy

This privacy policy will explain how our company uses the personal data we collect from you.

Topics:

- What data do we collect?
- How do we collect your data?
- How will we use your data?
- How do we store your data?
- Marketing
- What are your data protection rights?
- What are cookies?
- How do we use cookies?
- What types of cookies do we use?
- How to manage your cookies
- Privacy policies of other websites
- Changes to our privacy policy
- How to contact us
- How to contact the appropriate authorities

What data do we collect?

Our company collects the following data:

- Personal identification information such as name, current address, previous addresses, email address, phone number, place of work, annual income, bank details etc.)

How do we collect your data?

You directly provide our company with most of the data we collect. We collect data and process data when you:

- Register online for any of our products or services.
- Voluntarily complete a customer survey, application form or provide feedback on any of our message boards, via email or pro forma.



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- Use or view our website via your browser's cookies.
 - Become a member of our CIC company.

How will we use your data?

Our company collects your data so that we can:

- Process and keep you up to date on your application.
- Email you with special offers on other products and services we think you might like.
- Keep you up to date on legislation and available properties

When we process your application, we may send your data to, and also use the resulting information from, credit reference agencies to prevent fraud.

How do we store your data?

Our company securely stores your data at Shape Mendip, Cannards Grave Road, Shepton Mallet BA4 5BT in secure, locked cabinets that only KeyRing Letting staff have access to and on computer equipment that are protected and fully GDPR compliant.

Our company will keep your information for at least six years after the end of a tenancy (or 12 years if it is a deed). Once this time period has expired, we will delete your data by securely disposing of any paperwork and deleting your information from our computer system.

Marketing

Our company would like to send you information about products and services of ours that we think you might find interesting; you may always opt out at a later date.

You have the right at any time to stop us from contacting you for marketing purposes

If you no longer wish to be contacted for marketing purposes, please let us know immediately.

What are your data protection rights?

Our company would like to make sure you are fully aware of all of your data protection rights. Every user is entitled to the following:

The right to access – You have the right to request copies of your personal data. We may charge you a small fee for this service.

The right to rectification – You have the right to request that we correct any information you believe is inaccurate. You also have the right to request us to complete the information you believe is incomplete.



The right to erasure – You have the right to request us to erase your personal data, under certain conditions.

The right to restrict processing – You have the right to request that we restrict the processing of your personal data, under certain conditions.

The right to object to processing – You have the right to object to us processing your personal data, under certain conditions.

The right to data portability – You have the right to request that we transfer the data that we have collected to another organization, or directly to you, under certain conditions.

If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please contact us

Email us at: welcome@keyringlettings.co.uk

Call us on: 01749681356

Or write to us: Shape Mendip, Cannards Grave Road, Shepton Mallet BA4 5BT

Cookies

Cookies are text files placed on your computer to collect standard Internet log information and visitor behaviour information. When you visit our websites, we may collect information from you automatically through cookies or similar technology

For further information, visit allaboutcookies.org.

How do we use cookies?

Our Company uses cookies in a range of ways to improve your experience on our website such as keeping you signed in and understanding how you use our website

What types of cookies do we use?

There are several different types of cookies, however, our website uses:

- **Functionality** – Our Company uses these cookies so that we recognize you on our website and remember your previously selected preferences. These could include what language you prefer and location you are in. A mix of first-party and third-party cookies are used.
- **Advertising** – Our Company uses these cookies to collect information about your visit to our website, the content you viewed, the links you followed and information about your browser, device, and your IP address. Our Company sometimes shares some limited aspects of this data with third parties for advertising purposes. We may also share online data collected through cookies with our advertising partners. This means that when you visit another



KeyRing Lettings

01749 681 356
welcome@keyringlettings.co.uk
www.keyringlettings.co.uk

website, you may be shown advertising based on your browsing patterns on our website.

How to manage cookies

You can set your browser not to accept cookies however, in a few cases, some of our website features may not function as a result.

Privacy policies of other websites

Our website may contain links to other websites. Our privacy policy applies only to our website, so if you click on a link to another website, you should read their privacy policy.

Changes to our privacy policy

Our Company keeps its privacy policy under regular review and places any updates on this web page. This privacy policy was last updated on 9 January 20.

How to contact us

If you have any questions about our privacy policy, the data we hold on you, or you would like to exercise one of your data protection rights, please do not hesitate to contact us

Email us at: welcome@keyringlettings.co.uk

Call us on: 01749681356

Or write to us: Shape Mendip, Cannards Grave Road, Shepton Mallet BA4 5BT

How to contact the appropriate authority

Should you wish to report a complaint or if you feel that our company has not addressed your concern in a satisfactory manner, you may contact the Information Commissioner's Office, Wilmslow, Cheshire with whom we are members



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