

# tenantSERVE Privacy Policy

## Context and overview

### Key details

- Policy prepared by: Mr. Ashley Rose
- Approved by board / management on: 01/01/2020
- Policy became operational on: 01/01/2020
- Next review date: 01/06/2020

### Introduction

tenantSERVE is the trading name of Specialist Landlord Services and shall be referred to as such for the entirety of this document.

This privacy policy explains how we use any personal information we collect about you when you use our website or services.

Topics:

- What information do we collect about you?
- How will we use the information about you?
- Marketing
- Access to your information and correction
- Cookies
- Other websites
- Changes to our privacy policy
- How to contact us

## What information do we collect about you?

We collect information about you when you register with us or place an order for products or services. We also collect information when you voluntarily complete customer surveys, provide feedback and participate in competitions. Website usage information is collected using cookies.

## How will we use the information about you?

We collect information about you to process your order, manage your account and, if you agree, to email you about other products and services we think may be of interest to you.

We use your information collected from the website to personalise your repeat visits to our website. If you agree, we shall pass on your personal information to our approved contractors. All information is processed in confidence within the guidelines of The Data Protection Act (1998) and The General Data Protection Regulation (2018).

tenantSERVE will not share your information for marketing purposes with any other company or individual.

In processing your order, we may send your details to, and also use information from credit reference agencies and fraud prevention agencies.

## Marketing

We would like to send you information about products and services of ours which may be of interest to you. This may include products and services offered by other companies. If you have consented to receive marketing, you may opt out at a later date.

You have a 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 call The Marketing Manager, Mr. Mike Stratton on 01455 444414. Alternatively, you may unsubscribe from marketing emails by clicking the unsubscribe link found in the footer of marketing emails.

## Access to your information and correction

You have the right to request a copy of the information that we hold about you. If you would like a copy of some or all of your personal information, please write to us at the following address:

Mr. Ashley Rose

tenantSERVE

66 High Street

Barwell

Leicestershire

LE98DR

We want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate.

## Cookies

Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. This information is used to track visitor use of the website and to compile statistical reports on website activity.

For more information please visit [www.aboutcookies.org](http://www.aboutcookies.org) or [www.allaboutcookies.org](http://www.allaboutcookies.org)

You can set your browser not to accept cookies and the above websites will tell you how to remove cookies from your browser. However in a few cases some of our website features may not function as a result.

## Other websites

Our website contains links to other websites. This privacy policy only applies to this website so when you click a link to other websites you should read their own privacy policies.

## Changes to our privacy policy

We keep our privacy policy under regular review and we will be updated periodically. This privacy policy was last updated on 7<sup>th</sup> February 2019.

## How to contact us

Please contact us if you have any questions about our privacy policy or information we hold about you. Please write to:

Mr. Ashley Rose

tenantSERVE

66 High Street

Barwell

Leicestershire

LE98DR