

# PRIVACY POLICY & TERMS



We are committed to protecting and respecting your personal information and privacy.

This Policy explains when and why we collect personal information about you, we may change this Policy from time to time.

Any questions regarding this Policy and our privacy practices should be sent by email to [lifeboatlettings@gmail.com](mailto:lifeboatlettings@gmail.com) or by writing to Lifeboat Lettings (Derby) Limited , Lifeboat House , 4 Mayfield Road , Winshill , Burton-on Trent , Staffordshire. DE15 0JT.

## ***Who are we?***

We are Lifeboat Lettings (Derby) Limited, a Company registered in England with Company Number ; 07555108 . We specialise in Lettings only.

## ***How do we collect information from you?***

We obtain information about you when you provide it to us or or, occasionally, from third parties. Please email all information to [info@lifeboatlettings.org](mailto:info@lifeboatlettings.org)

## ***What type of information do we collect?***

The personal information we collect might include your name, address, email address , contact numbers and other personal information required for application purposes regarding renting a property with us. I.E wage slips, bank statements, passport, driving licence, references etc etc. If you make a payment to us, your payment details are not always held by us but are collected by our third party payment processors, i.e. The Company Bank.

## ***How is your information used?***

We may use your information: to carry out your, our obligations arising from any contracts entered into by you, us, or which it is contemplated will be entered into; to notify you of changes to our services; to send you communications which you have requested or that may be of interest to you; for administrative and business purposes; in connection with our legal rights and obligations; for certain additional purposes but only with your consent.

We review our retention periods for personal information on a regular basis. We will hold your personal information on our systems only for so long as is necessary for the relevant activity, or as long as is set out in any relevant contract with you.

## ***Who has access to your information?***

We will not sell or provide your information to third parties other than to information processors with whom we have entered into written contracts which require the information processors to comply in all respects with the requirements of this Privacy Policy and all legal requirements relating to information privacy.

You have a choice about whether or not you wish to receive information from us. If you want to receive communications from us, then you should tick the relevant boxes on the form on which we collect your personal information.

**Your rights** :You have the right to: access your personal information and to be informed about its use by us correct your personal information; have your personal information deleted ; restrict the use of your personal information; object to the use of your personal information; complain to the Information Commissioner's Office; withdraw your consent to the use of your personal information; ask for the personal information to be transferred accessing your information.

The accuracy of your information is important. If the personal information you have provided to us changes, if you change email address, or any of the other information we hold, please email us at [lifeboatlettings@gmail.com](mailto:lifeboatlettings@gmail.com) or by writing to ; Lifeboat Lettings (Derby) Limited , Lifeboat House , 4 Mayfield Road , Winshill , Burton-on Trent , Staffordshire.DE15 0JT.

### ***Security Measures***

We will ensure that your personal information is held securely. Some of your “non-sensitive” details (such as your email address) may be transmitted over the internet and this can never be guaranteed to be 100% secure.

### ***Transferring your information outside of the EU***

The information which you provide to us may be transferred to countries outside the European Union (“EU”) if any of our servers or our processors’ servers are located in such a country. These countries may not have equivalent information protection laws to those within the EU. By submitting your personal information, you are agreeing to this transfer, storing or processing. If we transfer your information outside of the EU in this way, we will take steps to ensure that appropriate security measures are taken with the aim of ensuring that your privacy rights continue to be protected as outlined in this Policy.

### ***Review of this policy***

We keep this policy under regular review. This policy was last updated 22nd Nov 2019.

### ***UNDER 18?***

We are especially concerned to protect the privacy of children. If you are under 18 years of age, please ask your parent/guardian's permission before providing any personal information and ask them to help you whenever you provide us with any personal information.

**Lifeboat Lettings (Derby) Limited. Lifeboat House. 4 Mayfield Road. Winshill. Burton on Trent. Staffordshire DE15 0JT**