

PRIVACY NOTICE

INTRODUCTION

We are committed to protecting your privacy. This Policy explains how and for what purposes we use the information collected about you.

Please read this Policy carefully. By using any services we offer, you are agreeing to be bound by this Policy in respect of the information collected about you.

In general, we use the information we collect about you to:

- keep as an internal record;
- process the application and to facilitate the services we offer;
- provide information services to relevant third parties for maintenance works;
- keep you informed with information relevant to your interests.

HOW WE USE YOUR INFORMATION

VISITORS TO OUR WEBSITE

When someone visits www.bright-homes.net we collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way which does not identify anyone. We do not make, and do not allow any Internet Search Engine to make, any attempt to find out the identities of those visiting our website. If we do want to collect information that is personally identifiable through our website, we will be open about this. We will make it clear when we collect personal information and will explain what we intend to do with it. You can provide us your personal data such as **name, phone number or email address** on “**Book Valuation, Join Our Mailing List and Contact Us**” sections on your choice. Please note that we will keep this personal information as long as we need to carry the purpose you request, and your personal data will be removed as soon as it is no longer require. For your information, you have a right to request us to erasure your personal data provided at any time.

SECURITY

- We are committed to ensure that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

COOKIES

- A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added, and the cookie helps analyses web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

- We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.
- Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. 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.
- 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 may prevent you from taking full advantage of the website.

VISITORS TO OUR PREMISES AND THOSE WHO CONTACT US VIA TELEPHONE

When someone visits our premises at **31 Boothferry Road HU36UA Hull**, to enquire about available properties that they might be interested, we would ask for their personal data such as **name and contact details** for us to keep in touch should we need to give further information about the property or arranging for viewing the property. We will exercise a verbal consent for us to process your personal data, however we will remove the data once it is no longer necessary for purpose. This procedure is also applies for those who approach us via telephone to our mobile phone or office phone.

TENANT(S) INSTRUCTING US

When you take advantage of any of our products and services (instructing us), you will be asked for additional information in several stages of our procedure, such as **Tenancy Application** and **Tenancy Agreement**. The payment methods will be explained on a separate section below.

TENANCY APPLICATION

Apart from your own personal details, we also require **Current Employment, Current and Previous Landlord(s)** and **Next of Kin's** information as part of our screening process. Please note that, for you to share this information with us, we would require a consent from the employer, landlord(s) and your next of kin's, as part of the General Data Protection Regulation.

We also collecting **bank details** for credit check reference, which is compulsory. However, should the applicant fail the screening process we shall erasure this personal information straight away. For the successful application, we would proceed with the Tenancy Agreement/Contract.

TENANCY AGREEMENT

Apart from your own personal details, we may also require your **guarantor's** personal details. We will have a lawful basis for processing your personal data to comply with obligation under the contract, should you agree with the tenancy agreement. For clarification, we do not process any **Special Category Data** which is irrelevant to our business.

Please note that, once you have agreed to the agreement, your right to object and right not to be subjected to decision based on solely automated processing, will not be applied. However, you will have a right to port the data and to erase the data (once the data is no longer necessary for purpose).

LANDLORD(S) INSTRUCTING US

When you take advantage on any of our products and services (instructing us) you will be asked for additional information about you and your property and will be uploading or reviewing information for marketing purposes. Your address will be disclosed on marketing materials such as digital property and that will also contain references to the characteristics of your property provided or approved by you as well as on our Website and on marketing materials and property portals.

We only process the personal data as part of the application process and when maintenance work(s) needs to be carried out.

Please note that the tenants will have no access to landlord's personal data unless we have been instructed to share the information to the tenant(s).

PAYMENT METHODS

When you take advantage of any of our products and services, we currently accept **cash payment** as well as **online banking payment**, although we are encouraging our customers to swap to online banking payment in the future, as it is more secure transaction.

For the online banking payment, we will take certain information from you such as Bank Details (ie **bank name, sort code and account number**) to set up the online payment. This information will be used to take the agreed payment or to pass to the provider, where you have chosen to Pay Later and will not be stored on our system.

WHO HAS ACCESS TO THE INFORMATION YOU PROVIDE, OR WE COLLECT?

We retain access to all personal information that we have collected from you. Where any of our products and services is available via the site or the software of our partners, those partners may have access to your information with your consent. Their use of your personal information is governed by their privacy policies.

If our business enters into a joint venture with or is sold to or merged with another business, your information may be disclosed to our new business partners or owners.

If we offer or supply a service to you that is provided on our behalf by a third party, we may have to pass your information to them to deliver the service. We will not pass your data to anyone who is not compliant with General Data Protection Regulation or is not subject to these or similar provisions in our contract with them and we will not allow the third party to use your information commercially without your consent. We will not otherwise disclose, sell or distribute your information to any third party without your permission unless we are required to do so by law.

ACCESS TO, CHANGING OR REMOVING THE INFORMATION WE HOLD

New General Data Protection Regulation provides the following rights for individuals; the right to be informed, the right of access, the right to rectification, the right to erase, the right to restrict processing, the right to data portability, the right to object and the rights in relation to automated decision making and profiling.

To exercise to any of these rights, please contact us directly at sarah@bright-homes.net for further action(s).

However, please note that in some circumstances Bright Homes can refuse your right(s) due to other lawful basis of processing personal data, such as **Legal Obligation**, **Vital Interests**, **Public Task**, and **Legitimate Interests**.

CHANGES TO THE POLICY

We may change this Policy from time to time as we add new services or features or in response to changes in the law or our commercial arrangements. Any changes to this Policy will be posted on the Website.

The information contained in the Website and Online Platform is subject to change without notice.