

# PRIVACY POLICY

## Our promise

We promise to keep your data safe and secure.

Here is all you need to know about the data we hold about you and how we use it.

- We will only use your data to improve your experience with us.
- We will protect the data we hold about you.
- You decide what we send you and how often.
- We will only ask for data we need and will delete it once no longer needed.

## Protecting Your Privacy

At Home From Home Property Management Swindon Ltd we are 100% committed to protecting the privacy and security of our customers and site visitors.

In this Privacy Policy "Personal Data" refers to information that can be used to identify you, directly or indirectly, alone or together with other information. This includes things such as your full name, email address, telephone number, precise location, device IDs, IP address, certain cookie and network identifiers.

The processing of your personal data will always be in line with the General Data Protection Regulation (GDPR) and the Data Protection Act 2018, and in accordance with any country-specific data protection regulations applicable to Home From Home Property Management Swindon Ltd.

The data controller, the company that's responsible for your privacy, for the purposes of the General Data Protection Regulation (GDPR), other data protection laws applicable in member states of the European Union and other provisions related to data protection is:

**Home From Home Property Management Swindon Ltd**  
**29 Bath Road**  
**Old Town**  
**Swindon**  
**Wiltshire**  
**SN1 4ES**

Phone: 01793 741113

Website: <http://rentinswindon.com>

If you have any questions about how we Protect Your Privacy, drop us a line at [info@rentinswindon.com](mailto:info@rentinswindon.com). Any data subject may, at any time, contact our Data Protection Officer directly with all questions and suggestions concerning data protection.

## The legal bases we rely on

There are a number of different reasons for which we may collect and process your personal data, including:

## Consent

We may collect and process your data with your consent. For example, when you tick a box to receive our email newsletter.

## Contractual obligations

We may collect and process your personal data to comply with our contractual obligations.

## Legal compliance

We may collect and process your personal data to comply with our legal obligations. This could include, for example, data about people involved in fraud or other criminal activity.

## Legitimate interest

We may collect and process your personal data to pursue our legitimate interests in a way which might reasonably be expected as part of running our business. This does not materially impact your rights, freedom or interests.

## When we collect and process personal data

When you create an account or interact with our website.

When you communicate with us via email, online, telephone, instant message or social media.

When you sign up for promotional materials or email newsletters.

When you connect or engage with us through social media.

When you enter prize draws or competitions.

When we collect data from third parties or publicly-available sources.

When we leverage and/or collect cookies, device IDs, Location, data from the environment, and other tracking technologies.

When we aggregate and centralize our data.

When we comply with Legal Requirements or Obligations, Law Enforcement, and for Public Safety Purposes.

## How we use your information

We have listed below in detail the information we collect from you, how we use it and why.

### Your name, address, telephone number and email address

How we use this information	Why?
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To deliver items to your address.	We need to do this to fulfil our contract with you.
Send you service messages via email or text such as order updates, delivery tracking.	So that we can fulfil our contract with you.
Send you our email newsletter.	We only do this with your permission to keep you updated and show you products that may interest you.
Send you updates about our products via post.	We only do this with your permission to keep you up-to-date with our newest products that may interest you.
Fraud prevention	To detect and prevent fraud against you or Muddy Puddles.
To ask for your feedback	So that you and other customers get the best possible service.

## Information about your phone or laptop, and how you use our website

This information includes your IP address and device type and, if you choose to share it with us, your location data, demographic data, gender as well as how you use our website.

How we use this information	Why?
Improve our website and set default options for you	To give you the best possible experience
Fraud prevention	To detect and prevent fraud against you or Home From Home Property Management Swindon Ltd.
To find out what you and other customers like	We do this to give you and other customers the best possible experience.

## Your contact history with us

This includes emails, telephone calls, feedback, reviews, instant chat or social media messages.

How we use this information	Why?
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Provide you customer service and support	We have to do this to be able to fulfil our contract with you. We want to give you the best experience possible.
Staff training	To make sure we provide our customers the best possible customer service.

You don't have to give us this personal information but if you decide not to, you may not be able to receive our optimal experience and customer service.

We also anonymise and aggregate personal information (so that it does not identify you) and use it for purposes including testing our IT systems, research, data analysis, improving our site and app, and developing new products and services. We also share this information with third parties.

## CCTV

We use CCTV both externally and in the communal areas of our properties.

How we use this information	Why?
Security	<p>We use CCTV to protect both the physical properties we maintain, and your personal security while you are using the communal areas of our properties.</p> <p>CCTV images are only viewed by staff who have passed our internal security checks.</p> <p>CCTV images will only be shared with the police, insurers of our properties and other law enforcement agencies.</p>

## Sharing your information

We do not, and will not, sell any of your personal data to any third party – including your name, address, email address, telephone number or credit card information. We want to earn and maintain your trust, and we believe this is absolutely essential in order to do that.

Our communications are designed to tell you about the benefits we can offer, so that you have exclusive access to our best deals. We use the information we have about you to tailor the content and try to ensure that the offers are as relevant to you as possible.

We also share your personal data with the following categories of companies as an essential part of being able to fulfil our contract with you and provide our services to you.

- Professional service providers, such as marketing agencies, advertising partners and website hosts, who help us run our business.

- Companies that help us improve our website and services, such as feedback engines and website analytics tools.

## **Our policy we apply to companies we share your information with**

We provide only the information they need to perform their specific services.

They may only use your data for the exact purposes we specify in our contract with them.

We work closely with them to ensure that your privacy is respected and protected at all times.

If we stop using their services, any of your data held by them will either be deleted or rendered anonymous.

## **Companies we share your information with**

To help personalise your journey on the Home From Home Property Management Swindon Ltd website, show you products and services that may interest you and to fulfil our contract with you we currently use the following companies who may process your data as part of their contract with us:

Google

## **Marketing communications**

### **How to stop receiving marketing messages from Home From Home Property Management Swindon Ltd**

You can stop receiving marketing messages from us at any time by:

- By clicking 'unsubscribe' from any email you received from us (this will only stop email communications)
- By contacting our customer service team

By contacting Customer Services, you can choose exactly which types of communications you would or would not like to receive.

All changes to your email communications may take up to 5 working days to process, changes to your postal communication may take up to one month to process.

Stopping marketing messages will not stop service messages (such as order updates).

## **Keeping your information**

We retain your information as long as your account is active or as long as it is needed to be able to provide the services to you or for as long as we are required to by law unless you request deletion of our information.

At the end of the retention period, your data will either be deleted completely or anonymised, for example by aggregation with other data so that it can be used in a non-identifiable way for statistical analysis and business planning.

We may retain some of your information after account deletion if:

- If there is an unresolved issue relating to your account, such as an outstanding credit on your account or an unresolved claim or dispute;
- If we are required to by applicable law; and/or in aggregated and/or anonymized form;
- If reasonably necessary or required to meet legal or regulatory requirements;
- If reasonably necessary to resolve disputes, prevent fraud and abuse, or enforce our terms and conditions.

## How we protect your personal data

We secure access to all transactional areas of our website using 'https' technology.

Access to your personal data is password-protected, and sensitive data (such as payment card information) is secured by SSL encryption.

We also regularly monitor our system for possible vulnerabilities.

In case of a personal data breach we will notify you of a breach within 72 hours of becoming aware of it.

## Your rights

You have a lot of rights relating to your personal information:

- The right to be informed about how your personal information is being used
- The right to access the personal information Home From Home Property Management Swindon Ltd holds about you
- The right to request the correction of inaccurate personal information we hold about you (you can also do this through My Account)
- The right to request that we stop processing it or collecting your data
- The right to erasure (right to be forgotten)
- The right to stop direct marketing messages (you can do this through My Account), and to withdraw consent for other consent-based processing at any time
- The right to request that we transfer your data either to you or another service provider
- The right to contact the regulator

If you have any complaints with regard to how Home From Home Property Management Swindon Ltd handles your personal data you can contact the ICO (Information Commissioner's Office)

CALL 0303 123 1113

Or go online to [www.ico.org.uk/concerns](https://www.ico.org.uk/concerns)

## Changes to how we Protect Your Privacy

If we make significant changes to this policy, we will make these clear on the Home From Home Property Management Swindon Ltd or by some other means of contact such as email, so that you are able to review the changes before you continue to use the Home From Home Property Management Swindon Ltd website.

## Cookies

We use cookies on our website. For more information on cookies, please see our cookie notice.

Our website uses cookies in order to provide added functionality and enhance your browsing experience. Cookies are harmless text files, used by all web browsers in order to provide a more tailored web browsing experience. If you would prefer not to receive cookies from Home From Home Property Management Swindon Ltd please refer to your browser privacy settings. Please note that preventing cookies may render parts of the website inoperable and/or prevent certain content from appearing on pages viewed.

A cookie is a very small piece of information that a website stores to save and collect basic information. Many cookies are essential to the operation of our website, for example to allow you to make a purchase or create an account with us. Cookies on our site are also used to customise certain areas of content just for you, and to make your browsing experience more efficient and faster.

Cookies on our website are used for the following purposes

1. To enable you to add items to your shopping basket and purchase them.
2. To enable you to create an account to have information such as order history, or your details remembered for later.
3. To improve the website's usability by saving you time on making a purchase or tracking your order.
4. To analyse the use of our website through Analytics software such as Google Analytics.

The cookies our website uses do not collect any sensitive information such as your name, address, email address, or any other contact details.

The cookies this website uses are:

Cookie	Name	Purpose
Google Analytics	_utma	These cookies are used to collect information about how visitors use our site. We use the information to compile reports and to help us improve the site. The cookies collect information in an anonymous form, including the number of visitors to the site, where visitors have come to the site from and the pages they visited. To opt out of being tracked by Google Analytics across all websites visit <a href="http://tools.google.com/dlpage/gaoptout">http://tools.google.com/dlpage/gaoptout</a> .
	_utmb	
	_utmc	
	_utmz	

To fully disable cookies on our website, you will need to change the settings in your website browser.

Full instructions for all browsers can be found [here](#).

## Get in touch

We are always happy to hear from you. You can speak to one of our helpful and experienced Customer Services team with any questions regarding this policy, your rights or any complaints.

CALL US 01793 741113 (Monday to Friday, 9am-5pm)

EMAIL US [info@rentinswindon.com](mailto:info@rentinswindon.com)

ADDRESS 29 Bath Road, Old Town, Swindon, SN1 4ES

You can also contact our privacy team on [info@ensurety.co.uk](mailto:info@ensurety.co.uk)

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