

## Mirador Property Lettings Ltd | Privacy Policy

# Privacy policy

Mirador Property Lettings Ltd is committed to maintain your privacy, weather you are visiting our offices, calling, emailing, using our website or social media pages. This privacy policy defines what happens with any or your personal data that may be collected while using our systems. This policy will be updated from time to time to ensure we are meeting our legislative obligations and to ensure you have the correct information on your data being used by Mirador Property Lettings Ltd.

### WHAT DATA WE COLLECT ABOUT YOU

So, we can operate effetely we may collect and process the following data about you

1. Details when you visit our website which could include but not limited to, weblogs and other communication data (Facebook Pixel/Google Analytics), traffic data, location data.
2. Any information you provide in person, via email, over the phone, filling in our forms either on paper or our website, including any video messages or text information, such as property enquires, Maintenance issues general enquires or filling online forms.
3. Information provided to us when you communicate with us for any reason.

### USE OF YOUR INFORMATION

The Information that you provide to us and that is stored about you is used so we are able to carry out our service to you in a way that meet your needs, we may also have to use this information in the following ways.

1. If you request information from us or relating to our product.
2. If you have consented to us sending you information on other products that we provide or that may be of help/interest to you.
3. As a requirement of our contractual obligations
4. To inform you of any changes to our digital information or any new products that may have been changed or being removed.

### CURRENT CLIENTS

Mirador property Lettings Ltd will add all current clients to their mailing list solely to be able to contact you with information relating to your tenancy/ business with us. This mailing list is never automatically shared with any third parties.

1. For any current tenants we will be sending you information relating to checking in to your property, checking out of your property, rent reminders, legal information, we may also send you information on some third parties that might be of interest to yourselves the third parties will not be given any information relating to you unless you have given prior consent.
2. Current landlord might expect to receive emails relating to changes to our services, changes to our fees, and similar emails in relation to the services we provide you.

Mirador Property Lettings Ltd could send information regarding third parties that might be of benefit to you, your data will not be sold or sent to any third party unless you have given full consent. If you do not wish to receive information or part of our mailing list you can unsubscribe by written email to [info@miradorpropertylettings.co.uk](mailto:info@miradorpropertylettings.co.uk)

however, if this is your wish, we will not be held responsible for any information that might affect the

running of your properties or business. You will be taking full responsibility for not receive vital information sent to you regarding our service to you. This will not prevent us from contacting you via phone, SMS or email to fulfil our service to you.

## **ENQUIRIES**

When you are making enquiries and you do not want your data used by us or our third parties you will have the opportunity to withhold your consent on our forms, over the telephone or in person. If you are an applicant requesting information on a property, viewing or general information, we will send you information regarding similar properties to the ones you have enquired about up to a maximum of two months at which time we will assume you have sought out a property or have found the information you had been enquiring about. If you are a Landlord or vendor contacting us for information regarding our services including sales and lettings but not limited to these services, we may continue to contact you for a maximum of two months at which point we will assume you have the required information or have found another party offering you this service.

With your consent to use your data we might also use this information to permit selected third parties to contact you with services that might be of benefit to you. The methods used to contact you could include but will not be limited to email, telephone, or in person.

You could be added to our bulk mailing list where we will be sending out information about third party services that we feel might be of interest to you or that will help you running your properties or business, we may also send you information regarding our services and information that could be vital to you regarding our business and any updates that will affect the use of your information. You can unsubscribe from these service by emailing Mirador property lettings Ltd at [info@miradorpropertylettings.co.uk](mailto:info@miradorpropertylettings.co.uk) with the word stop. This will only remove you from bulk emailing for third parties and will not stop us from sending you vital information that would hinder our service to you. If you wish to have all email or communication stopped please email [info@miradorpropertylettings.co.uk](mailto:info@miradorpropertylettings.co.uk)

If you are not an existing customer, we will not contact you without prior consent and only by the means in which you have given us permission to do so.

Where enquiries have come to us through Rightmove, zoopla or any other data platform that Mirador Property Lettings Ltd uses we are the data controller for any personal information that you have provided. The information is used in the same way as any other enquiry outlined above, the information from our platforms may be used in reports containing personal information that you have provided and held/deleted in line with our policy above.

## **STORING YOUR PERSONAL DATA**

Stored data is held in two different ways.

1. Online
2. On premises

Any data held in our premises may include but not be limited to paper, data on our computers. In their paper forms information may include but will not be limited to, signed tenancy agreements, signed paperer applications, check-in and inventory paperwork and signed guarantor forms. We keep all documentation for a maximum of 7 years for our record management compliance. When this information is no longer current the data is either archived and stored onsite in our locked or destroyed by a third-party destruction company or destroyed inline with local council guidance. If personal data has been recorded on paper, we will transfer this information to a digital format following our company policy, once this has been completed all paper

copies will be destroyed following company guidelines. Data on our computers is password protected and locked in our offices

All online data is stored on or systems Juvo, mail chimp, signable and our computers. We use Juvo as our back-office software, any information collated from our website, emails, manually entered from walk in customers or from phone calls are stored on Juvo and are stored on a cloud-based platform in Dublin (AWS – Amazon Web Services). If you would like to read more on Juvo’s data security processes you can do this through Juvo’s [Privacy policy](#) . Mailchimp is used for bulk emailing, information help on this system is limited to names email addresses if you would like to read more on mailchimps [Privacy Policy](#). Any information you enter enquiring through Rightmove or Zoopla you can read more on their [Rightmove Privacy Policy](#) - [Zoopla Privacy Policy](#). We use Signable to enable us to allow contract, application forms and guarantor forms to be signed at distance if you want to read more on [Signable Privacy Policy](#).

When submitting any data to us in any form you agree to the transfer, storing or processing of this information/data. We will take all reasonable care to ensure this data/information is kept safe and secure in agreement with this privacy policy.

The transmission of information via the internet is not completely secure and we therefore can’t guarantee the security of data sent to us electronically, and therefore the transmission of such data is entirely at your own risk. While not currently being a feature of our website, if we, in the future, provide you with (or where you have chosen) a password so that you can access certain parts of our site, you will be solely responsible for keeping this password confidential.

## **THIRD PARTY LINKS**

You might see third party links on our website to other websites. These websites should have their own privacy policies which you should check. We do not accept any responsibility or liability for their policies whatsoever as we have no control over them.

## **ACCESS TO INFORMATION**

The Data Protection Act 1998 gives you the right to access the information that we hold about you. Please note that any demand for access may be subject to payment of a fee £10 which covers our costs in providing you with the information requested. Should you wish to receive details that we hold about you if you wish to access this information please contact us using the details below. If you wish for your data to be deleted by us after you have either terminated your services with us or after your services expire, we will do so only at your request.

## **CONTACTING US**

We welcome any queries, comments or requests you may have regarding this Privacy Policy. Please don’t hesitate to get in touch with us if you have any questions or queries [Click Here](#).

## **COOKIES**

This website uses “Cookies” to ensure your experience on the site, and our ability to improve it is enhanced. Specifically, the following Cookies are in use:

1. Facebook Pixel (3rd party). We use this to see how many visitors we are getting, and how they found us. You can find out more about Facebook’s Cookies [Facebook cookies](#).
2. Social Media Sharing and Integration (3rd party). We use Facebook and Instagram functionality within this site so that you can share items of interest, or become a fan of our Social Media Profiles. You can find out more about Facebook’s Cookie use [Facebook cookies](#) and Instagram’s [Instagram](#)