

## PRIVACY POLICY

### BACKGROUND:

Neil King Residential/NK Residential Lettings understand that your privacy is important to you and that you care about how your personal data is used and shared online. We respect and value the privacy of everyone who visits <http://www.nkres.co.uk> and will only collect and use personal data in ways that are described here, and in a manner, that is consistent with our obligations and your rights under the law.

Please read this Privacy Policy carefully and ensure that you understand it. Your acceptance of our Privacy Policy is deemed to occur upon your first use of our website. If you do not accept and agree with this Privacy Policy, you must stop using our website immediately.

### 1. Definitions and Interpretation

In this Policy, the following terms shall have the following meanings;

“Cookie”	Means a small text file placed on your computer or device by our website. Details of the Cookies used by our website are set out in section 11, below;
“Cookie Law”	Means the relevant parts of the Privacy and Electronic Communications (EC Directive) Regulations 2003;
“personal data”	Means any and all data that relates to an identifiable person who can be directly or indirectly identified from that data. In this case, it means personal data that you provide us with. This definition shall, where applicable, incorporate the definitions provided in the EU Regulation 2016/679 – the General Data Protection Regulation (“GDPR”); and
“We/Us/Our”	Means Neil King Residential/NK Residential Lettings, a limited company registered in England under company numbers 5245340 for Neil King Residential and 6712472 for NK Residential Lettings, whose registered address is <b>10 Electric Parade, George Lane, South Woodford, London E18 2LY.</b>

### 2. Information About Us

- 2.1 Our site is operated by a limited company registered in England under company numbers 5245340 for Neil King Residential and 6712472 for NK Residential Lettings, whose registered address in **10 Electric Parade, George Lane, South Woodford, London E18 2LY.**
- 2.2 Our VAT numbers are Reg No. 858631981 for Neil King Residential and Reg No. 942187612 for NK Residential Lettings.

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2.3 Our Data Protection Officer is Neil King and he can be contacted by email at [neil@nkres.co.uk](mailto:neil@nkres.co.uk) or by post at Neil King Residential, 10 Electric Parade, George Lane, South Woodford, London E18 2LY.

2.4 We are members of the Property Ombudsman.

### **3. What Does This Policy Cover?**

This Privacy Policy applies to your use of our website and the use of our services. Our website may contain links to other websites. Please note that we have no control over how your data is collected, stored or used by other websites and we advise you to check the privacy policies of any such websites before providing any data to them.

### **4. Your Rights**

4.1 As a data subject, you have the following rights under the GDPR, which this Policy and our use of personal data have been designed to uphold;

4.1.1 The right to be informed about our collection and use of personal data;

4.1.2 The right of access to the personal data we hold about you (see section 11);

4.1.3 The right to rectification if any personal data we hold about you is inaccurate or incomplete (please contact us using the details in section 13);

4.1.4 The right to be forgotten – i.e. the right to ask us to delete any personal data we hold about you (We only hold your personal data for a limited time, as explained in section 6, but if you would like us to delete it sooner, please contact Us using the details in section 13);

4.1.5 The right to restrict (i.e. prevent) the processing of your personal data;

4.1.6 The right to data portability (obtaining a copy of your personal data to re-use with another service or organisation);

4.1.7 The right to object to us using your personal data for particular purposes; and

4.1.8 Rights with respect to automated decision making and profiling.

4.2 If you have any cause for complaint about our use of your personal data, please contact us using the details provided in section 13 and we will do our best to solve the problem for you. If we are unable to help, you also have the right to lodge a complaint with the UK's supervisory authority, the Information Commissioner's Office.

4.3 For further information about your rights, please contact the Information Commissioner's Office or your local Citizens Advice Bureau.

### **5. What Data Do We Collect?**

You provide your personal data either in person, over the telephone, via email or via an online website registration form and during our relationship.

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### **6. How Do We Use Your Data?**

- 6.1 All personal data is processed and stored securely, for no longer than is necessary in light of the reason(s) for which it was first collected. We will comply with our obligations and safeguard your rights under the GDPR at all times. For more details on security see section 7, below.
- 6.2 Our use of your personal data will always have a lawful basis, either because it is necessary for our performance of a contract with you, because you have consented to our use of your personal data (e.g. filing in our website registration form), or because it is in our legitimate interests. Specifically, we may use your data for the following purposes;
- 6.2.1 Providing and managing your Account with us;
- 6.2.2 Supplying our services to you (please note that we require your personal data in order to enter into a contact with you);
- 6.2.3 Personalising and tailoring our services to you;
- 6.2.4 Replying to emails from you;
- 6.2.5 Supplying you with emails that you have opted into (you may unsubscribe or opt-out at any time by emailing us).
- 6.3 With your permission and/or where permitted by law, we may also use your data for marketing purposes which may include contacting you by email/telephone/text-message/post with information, news and offers on our services. We will not, however, send you any unsolicited marketing or spam and will take all reasonable steps to ensure that we fully protect your rights and comply with our obligations under the GDPR and the Privacy of Electronic Communications (EC Directive) Regulations 2003.
- 6.4 Any third party content which appears on our website may use third party Cookies, as detailed below in section 12. Please refer to section 12 for more information on controlling Cookies. Please note that we do not control the activities of such third parties, nor the data they collect and use and advise you to check the privacy policies of any such third parties.
- 6.5 You have the right to withdraw your consent to us using your personal data at any time, and to request that we delete it.
- 6.6 We do not keep your personal data for any longer than is necessary in light of the reason(s) for which it was first collected. Therefore data will be held during the period of our relationship. On this relationship ending, your personal data will be held for upto one year, unless it is deemed significant or a valid reason for retaining it. Financial records are kept for seven years.

### **7. How and Where Do We Store Your Data?**

- 7.1 We only keep your personal data for as long as we need to in order to use it as described above in section 6, and/or for as long as we have your permission to keep it.

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- 7.2 Your data will only be stored in the UK.
- 7.3 Data security is very important to us, and to protect your data we have taken suitable measures to safeguard and secure your data.

### **8. Do We Share Your Data?**

- 8.1 If a property viewing is arranged, your name will be shared with the property owner or their representative.
- 8.2 We may sometimes use third party data processors that are located outside of the European Economic Area ("the EEA"). (The EEA consists of all EU member states, plus Norway, Iceland and Liechtenstein). Where We transfer any personal data outside the EEA, We will take all reasonable steps to ensure that your data is treated as safely and securely as it would be within the UK and under the GDPR.
- 8.3 In certain circumstances, we may be legally required to share certain data held by us, which may include your personal data, for example, where we are involved in legal proceedings, where we are complying with legal requirements, a court order or a governmental authority.
- 8.4 Your data will not be sold to any third party.

### **9. What Happens If Our Business Changes Hands?**

- 9.1 We may, from time to time, expand or reduce our business and this may involve the sale and/or the transfer of control of all or part of our business. Any personal data that you have provided will, where it is relevant to any part of our business that is being transferred, be transferred along with that part and the new owner or newly controlling party will, under the terms of this Privacy Policy, be permitted to use that data only for the same purposes for which it was originally collected by us.
- 9.2 In the event that any of your data is to be transferred in such a manner, you will not be contacted in advance and informed of the changes.

### **10. Your Right to Withhold Information**

- 10.1 You may access our website without providing any data at all. However, to use all features and functions available on our website you may be required to submit or allow for the collection of certain data.
- 10.2 You may restrict our use of Cookies. For more information, see section 12.

### **11. How Can You Access Your Data?**

You have the right to ask for a copy of any of your personal data held by us (where such data is held). Under the GDPR, no fee is payable and we will provide any and all information in response to your request free of charge. Please contact us for more details at [neil@nkres.co.uk](mailto:neil@nkres.co.uk) or using the contact details below in section 13.

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### 12. Our Use of Cookies

- 12.1 Our website may place and access certain first party Cookies on your computer or device. First party Cookies are those placed directly by us and are used only by us. We use Cookies to facilitate and improve your experience of our website and to provide and improve our products and services. We have carefully chosen these Cookies and have taken steps to ensure that your privacy and personal data is protected and respected at all times.
- 12.2 By using our website you may also receive certain third party Cookies on your computer or device. Third party Cookies are those placed by websites, services, and/or parties other than us. For more details, please refer to section 5, above. These Cookies are not integral to the functioning of our website and your use and experience of our website will not be impaired by refusing consent to them.
- 12.3 All Cookies used by and on our website are used in accordance with current Cookie Law.
- 12.4 Certain features of our website depend on Cookies to function. Cookie Law deems these Cookies to be “strictly necessary”. These Cookies are shown below in section 12.5. Your consent will not be sought regarding these Cookies, but it is still important that you are aware of them. You may still block these Cookies by changing your internet browser’s settings as detailed below in section 12.6, but please be aware that our website may not work properly if you do so. We have taken great care to ensure that your privacy is not at risk by allowing them.
- 12.5 The following first party Cookies may be placed on your computer or device;

<b>Name of Cookie</b>	<b>Purpose</b>	<b>Strictly Necessary</b>
PHPSESSID	To display content and store a property shopping cart.	Yes
cookiesDisclosureCount	Used to allow a user to suppress the displaying of the cookie information notice on each page of our website.	Yes

- 12.6 In addition to the controls that we provide, you can choose to enable or disable Cookies in your internet browser. Most internet browsers also enable you to choose whether you wish to disable all Cookies or only third party Cookies. By default, most internet browsers accept Cookies but this can be changed. For further details, please consult the help menu in your internet browser or the documentation that came with your device.
- 12.7 You can choose to delete Cookies on your computer or device at any time, however you may lose any information that enables you to access our website more quickly and efficiently.

12.8 It is recommended that you keep your internet browser and operating system up-to-date and that you consult the help and guidance provided by the developer of your internet browser and manufacturer of your computer or device if you are unsure about adjusting your privacy settings.

**13. Contacting Us**

If you have any questions about Our Site or this Privacy Policy, please contact us by email at [neil@nkres.co.uk](mailto:neil@nkres.co.uk), by telephone on 020 8220 9000 or by post at 10 Electric Parade, George Lane, South Woodford, London E18 2LY. Please ensure that your query is clear, particularly if it is a request for information about the data we hold about you (as under section 10, above).

**14. Changes to Our Privacy Policy**

We may change this Privacy Policy from time to time (for example, if the law changes). Any changes will be immediately posted on our website and you will be deemed to have accepted the terms of the Privacy Policy on your first use of our website following the alterations. We recommend that you check this page regularly to keep up-to-date.