



PRIVACY NOTICE & GDPR

This privacy policy explains how we use any personal information we collect about you when you contact us by phone, email, letter or visit our website.

We take your privacy seriously and are committed to protecting your personal information. We aim to be clear and open about our data and security practices.

Where we ask you to provide us with any information by which you can be identified, you can be assured that it will only be used in accordance with this privacy statement, and in line with the new rules relating to how we collect and process personal data – the EU General Data Protection Regulation (GDPR) came into effect in the UK on 25th May 2018. This notice provides information concerning the processing activities for A & R Property Maintenance.

Who we are and how to contact us: A & R Property Maintenance is a residential and commercial property maintenance company in Dorset. If you have any questions about our privacy policy or information we hold about you, then do contact us on:

Telephone: 01202 925 415

Email: info@arproperty-maintenance.co.uk

Write to us: Old Library House – Office 6, 4 Dean Park Crescent, Bournemouth, BH1 1LY

What information we collect about you We collect information about you when you: - Contact us - Sign up for email updates - Provide feedback or complete surveys

This will include:

- Your name, role, organisation
- Contact details including email addresses
- Demographic information such as postcodes and interests

We collect material that you post or contribute to our sites including social media and any correspondence you have with us. We also collect information on our website through cookies, if your browser accepts them. Some features of our website uses tracking software which means that if uses complete online forms or have previously clicked on a link in one of our emails, we may link your website usage information (such as pages visited, IP address, browser and device used) to other information we hold about you, such as your name and organisation.

When you contact us by email, letter or on the phone, we may also record this information on our internal customer relationship management system to help us process your request efficiently.



How we use your information We collect information about you to manage your account, process your service request or fulfil any contract we have with you.

We use information collected from your website visits to personalise your future visits and to improve the experience we provide to our online users. For example, information like the browser and device you are using helps us to maintain usable and accessible websites for all our audiences.

We also use your information to help us develop products and services that you need, and where we have a lawful basis and permission to contact you, we may use it to help us send you relevant and timely information about new service offers, specials, discounts and changes.

If you visit our office, your image is captured on CCTV.

Where do we store your information

Online Forms

The contract we have with our provider ensures their practices comply with UK data protection law and we regularly delete data from this system. We are required to ensure that such data is appropriately protected. In the longer term your data is stored in our customer relationship management system.

Website Accounts

If you are a registered user of our website, the personal data within your account is stored in secure web servers. You are responsible for keeping your website account password(s) confidential. We ask you not to share your password with anyone for your own security.

Security and encryption

We take great care to ensure that our website operates at the highest security levels and that our suppliers are committed to best practice in digital security. All personal information and financial data is encrypted in transmission. However, the security of data transmission via the internet can never be 100% guaranteed, and data transmission is at your own risk

Cookies

What are cookies and how do we use them

The use of cookies is common practice on modern websites. A cookie is a small text file which is placed on your computer's hard drive by a website. When you visit our website, your browser checks to see if it has any cookies for it and sends the information contained in those cookies back to the site in order to tailor and improve your experience. Our cookies make sure the display settings you've selected before (for example, preferred language) – or the settings associated with your account permissions – are activated correctly. We also use third-party cookies to track how our websites are used, as well as to carry out our advertising and marketing activities.



Third-party cookies

When you visit our website, we allow a number of third parties Google, Facebook, LinkedIn or Instagram to set cookies on your device to help us better understand who our users are and how they use our website. This information enables us to:

- measure our sites' effectiveness
- improve our content and user experience
- make our websites more useful and relevant to your interests
- promote our services and resources more usefully online
- make adverts you see online more relevant to you
- limit the number of times you see our promotional advertising.

For example, we use Google Analytics cookies to collect anonymous usage and visitor behaviour information – this includes:

- IP address
- operating system
- browser type
- pages visited
- links you click on
- services you purchase.

Google Advertising cookies help us understand the demographics and interests of our users so we can better meet their needs. If you are a user who has signed up to receive A & R Property Maintenance marketing emails from us, you might receive emails containing content that is tailored to your interests, based on your browsing habits collected. Similarly, Facebook, LinkedIn and Instagram cookies help make our adverts more relevant to you.

Some of the services on our websites, such as adverts, videos, and sharing functions from Facebook, LinkedIn and Instagram, may place cookies on your computer to enable their service to work properly or to measure usage of their service.

To find out more about how the third parties referred to above use cookies and how to opt out of them, please review their privacy policies.

Email cookies

Our emails and website contain cookies to tell us whether emails are opened and verify any clicks through to links within an email. We use this information to help us understand how an email campaign has performed, what types of emails and content our users find interesting, and what actions our users took, so we can improve our email campaigns in the future and make our emails more relevant to you.

Can I refuse cookies

Yes, you can. When you first access our site you can set your preferences. If you refuse cookies, you will still be able to access the site. You can use your browser settings to disable cookies. Different browsers offer different levels of control – for example you may be able to accept certain cookies and reject others, such as third party cookies.



If you refuse cookies please be aware our websites may not work smoothly for you and there will be certain parts that won't function correctly.

You can delete the cookies stored on your computer at any time.

Email marketing

If you have used our services here at A & R Property Maintenance. We will send you information which may be of interest to you from time to time. You have a right to stop us from contacting you for marketing purposes at any time by telephone, email or writing to us.

The lawful basis for processing your personal data

We are required to identify a lawful basis with which to process your personal data. For marketing or a legal obligation to process personal data. On other occasions we may process the data in the legitimate interest of our services. Where A & R Property Maintenance processes your personal data it may rely upon a contractual obligation and may retain such data for up to 7 years. A & R Property Maintenance may send you marketing communications concerning services you have previously requested or have shown an interest in. You may stop such communications at any time.

How long we keep your information

We do not keep your information for longer than necessary. We keep financial information for up to seven years due to legal and contractual requirements, and we delete all other personal information from our customer relationship management system if we have had no contact with you for 7 years.

Sharing your information with other organisations

A & R Property Maintenance will not sell your information to any third party. We may share your information with third parties where we have legal duty to do so or to provide you with a service you have asked for. Where we have contracts in place with third party suppliers to ensure they are obligated to treat our customers' personal data in compliance with the UK data protection law.

Changes to our privacy policy

We keep our privacy policy under regular review and we will place any updates on this web page. This privacy policy was last updated on 01 January 2024.

Your rights

Data protection regulations give you clear rights over how your data is used by us. You can find out more detail about your rights by visiting the Information Commissioner's Office website's section on individual rights. You also have the right to report concerns or complain about our handling of your data to the Information Commissioner's Office. Details of how to do this can be found on their website.