**Privacy Policy**

At Righthouse UK we are committed to respecting and protecting your privacy.

This Privacy Policy explains when and why we collect personal information about our website visitors, customers and people who contact or interact with us, how we use it, the conditions under which we may disclose it to others and how we keep it secure.

If you do not want us to process your personal information as described in this Privacy Policy, please do not provide information to Righthouse UK or use our website.

For questions relating to this Privacy Policy, please contact us at [longeaton@righthouseuk.com](mailto:longeaton@righthouseuk.com) or 62 Derby Road, Long Eaton, Nottingham, NG10 4QP

**About Righthouse UK**

Righthouse UK is a trading name of East Midlands Property Services Ltd whose registered number is 09633332 and registered office is 62 Derby Road, Long Eaton, Nottingham, NG10 4QP

**How do we collect personal information about you?**

We obtain personal information about you that you provide to us through our website, emails, phone conversations, documents you provide to us or when you visit one of our branches, for example when you:

Enquire about specific properties for sale or for rent

Ask us to value your property

Interact with us on our social media sites

**What type of personal information is collected?**

The information we collect from you might include (but is not limited to) your name, address, email address, phone number, date of birth and financial details and any other information you choose to provide to us.

**How long do we retain your personal information?**

We review our retention periods for personal data on a regular basis. We are legally required to hold some types of information for certain prescribed periods to fulfil our statutory obligations. Outside of specific statutory obligations, we will hold your personal data on our systems for as long as is necessary for the relevant purposes for which we use it, or in accordance with any retention periods set out in any relevant contract you hold with us.

We only keep your information for as long as is necessary. We generally keep personal information for six years after last contact with you.

**How do we use your personal information?**

We may use the information that you directly provide to us in the following ways:

We may use your name, address and contact details for the purpose of carrying out our obligations arising from any contracts entered into by you and Righthouse UK, such as providing you with products and services you have requested, visiting and arranging viewings of your property or inspections following a survey or in the case of property management, arranging access for periodic inspections or maintenance work. Our legal basis for this use is that it is necessary for the performance of a contract to which you are party.

We may use your name, email address, postal address or mobile telephone for SMS communication to provide you with information, you have requested from us, respond to enquiries or requests from you, and communicate with you in relation to those enquiries or requests and arranging visits to your property by our staff or nominated individuals. Our legal basis for this use is our legitimate interests, namely [carrying out activities in the course of Righthouse UK in response to customer enquiries or requests.

We may use your name, email address, postal address or mobile telephone for SMS to provide you with information regarding similar goods and services to those you have already enquired about or purchased. Our legal basis for this use is our legitimate interests, namely the ongoing marketing of our services to individuals with whom we have an existing relationship in connection with our goods and services and/or who have expressed an interest in those goods and services;

Where you have entered into a contract with us or we have provided you with services, we may use your name, email address, postal address, phone number or mobile telephone for SMS to ask for your feedback about the services we have provided to you. Our legal basis for this use is our legitimate interests, namely evaluating and where necessary improving the quality of our service provision with a view to promoting the success of our business and positive customer relationships.

Where you are a party to an existing contract with us, or regularly enter into contracts with us for our services, we may use your name, email address, postal address, phone number or mobile telephone for SMS to notify you of changes to the terms and conditions of our services. Our legal basis for this use is our legitimate interests, namely [the administration and management of our business contracts and relationships.

We may use your name, email address, postal address and mobile phone number for SMS to send you marketing communications, if you have chosen to receive these. These may include information about properties for rent or for sale, the current property market, promotions or offers. Our legal basis for this use is consent.

We may use your identification documents to verify your identity where it is necessary under Anti Money Laundering Legislation. Our legal basis for this use is compliance with a legal obligation to which we are subject, currently the Money Laundering, Terrorist, Financing and Transfer of Funds Regulations 2017 our legitimate interests, namely ensuring the security of our systems, network and information and those of third parties.