

## The RTM Company Privacy Notice

This privacy policy will explain how our organisation uses the personal data we collect from you.

### Topics:

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- How do we collect your data?
- How will we use your data?
- How do we store your data?
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### What data do we collect?

The RTM Company collects the following data:

- Personal identification information (Name, email address, phone number, etc.)

### How do we collect your data?

You directly provide The RTM Company with most of the data we collect. We collect data and process data when you:

- Register online or place an order for any of our products or services.
- Voluntarily complete a customer survey or provide feedback on any of our message boards or via email.
- Use or view our website via your browser's cookies.

The RTM Company may also receive your data indirectly from the following sources:

- Land Registry

- When you have provided third parties with consent to share data

## How will we use your data?

The RTM Company collects your data so that we can:

- Process your order, and provide our customers with a proper service.
- Email you with special offers on other products and services we think you might like.

If you agree, The RTM Company will share your data with our partner companies so that they may offer you their products and services.

- Crossfield Property Service Limited T/A The RTM Company

When The RTM Company processes your order, it may send your data to, and also use the resulting information from credit reference agencies to prevent fraudulent purchases.

## How do we store your data?

The RTM Company securely stores your data on password protected software and systems. Our systems are regularly updated to strengthen security.

The RTM Company will only keep your data for as long as necessary for the purpose it was collected. Once this period expires your data it will be deleted completely or anonymised, for example with the aggregation of other data so it can be used in a non-identifiable for analysis and business planning.

## Marketing

The RTM Company would like to send you information about products and services of ours that we think you might like, as well as those of our partner companies.

- Crossfield Property Services Limited T/A The RTM Company

If you have agreed to receive marketing, you may always opt out at a later date.

You have the right at any time to stop The RTM Company from contacting you for marketing purposes or giving your data to other members of the Company Group.

If you no longer wish to be contacted for marketing purposes, please [click here](#).

## What are your data protection rights?

The RTM Company would like to make sure you are fully aware of all of your data protection rights. Every user is entitled to the following:

**The right to access** - You have the right to request The RTM Company for copies of your personal data. We may charge you a small fee for this service.

**The right to rectification** - You have the right to request that The RTM Company correct any information you believe is inaccurate. You also have the right to request Our Company to complete information you believe is incomplete.

**The right to erasure** - You have the right to request that The RTM Company erase your personal data, under certain conditions.

**The right to restrict processing** - You have the right to request that The RTM Company restrict the processing of your personal data, under certain conditions.

**The right to object to processing** - You have the right to object to The RTM Company processing your personal data, under certain conditions.

**The right to data portability** - You have the right to request that The RTM Company transfer the data that we have collected to another organisation, or directly to you, under certain conditions.

If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please contact us at;

Our email: [mail@thertmcompany.co.uk](mailto:mail@thertmcompany.co.uk)

Call us on:

Write to: The RTM Company, 60 Patrick Road, London, E13 9QE

## What are cookies?

Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. When you visit our website, we may collect information from you automatically through cookies or similar technology.

For further information, visit [www.allaboutcookies.org](http://www.allaboutcookies.org)

## How do we use cookies?

The RTM Company used cookies in a range of ways to improve your experience on our website, including:

- Keeping you signed in
- Understanding how you use our website

## What types of cookies do we use?

There are a number of different cookies, however, our website uses:

- **Functionality** - The RTM Company uses these cookies so that we recognise you on our website and remember your previously selected preferences. These could include what language you prefer and location you are in. A mix of first-party and third- party cookies are used.
- **Advertising** - The RTM Company uses these cookies to collect information about your visit to our website, the content you viewed, the links you followed and information about your browser, device, and your IP address.

## How to manage cookies

You can set your browser to not accept cookies, and the above website tells you how to remove cookies from your browser. However, in a few cases, some of our website features may not function as a result.

## Privacy policies of other websites

The RTM Company website contains links to other websites. Our privacy policy applies only to our website, so if you click on a link to another website, you should read their privacy policy.

## Changes to our Privacy Policy?

The RTM Company keeps privacy policy under regular review and places any updates on this web page. This privacy policy was last updated on the 23 January 2020.

## How to contact us?

Our email: [mail@thertmcompany.co.uk](mailto:mail@thertmcompany.co.uk)

Call us on: 020 8637 2685

Write to: The RTM Company, 60 Patrick Road, London, E13 9QE

### How to contact the appropriate authority?

Should you wish to report a complaint or if you feel that The RTM Company has not addressed your concern in a satisfactory manner, you may contact the Information Commissioner's Office.

Phone: 0303 123 1113

Visit: [www.ico.org](http://www.ico.org)