



PRIVACY POLICY

LetHQ Ltd Thank you for visiting www.LetHQ.co.uk (Website). This Website and portal is operated by LetHQ Ltd (registered number 10292353) which has its registered office address at 5, The Courtyard, Old Court House Road, Bromborough, Wirral CH62 4UE. References in this Privacy Policy to “we”, “us”, “our” and “ourselves” are references to LetHQ Ltd. We are a ‘data controller’ for the purposes of the Data Protection Act 2018 (DPA 2018) and a ‘controller’ for the purposes of the EU General Data Protection Regulation (GDPR) (once it is in force) (i.e. we are responsible for and control the processing of, your personal information).

We also act as a ‘data processor’ for the purposes of the DPA 2018 and a ‘processor’ for the purposes of the GDPR (once it is in force) in the course of our business operations. Our authorised representative for the purposes of the DPA 2018 and the GDPR is Mark Gardner.

We take your privacy very seriously and we ask that you read this privacy policy carefully as it contains important information on: The personal information we collect about you what we do with your information, and who your information might be shared with. What information we collect? Personal information provided by you Information that you provide by filling in forms in our online portal. This includes information provided at the time of registering to use our site, ordering any products or services described on our website, posting any information or material or requesting further services. LetHQ Ltd does not capture or store data about visitors to its website. However, you may choose to provide data such as your name, address, or email for enquiries. If this is the case, the data received will be kept for 6 months. The data is kept for this period to allow for any follow up enquiries and/or information. If we ask you for personal information, we will: Ensure you know why we need it, only ask for what we need, make sure nobody has access to it who shouldn’t, keep it securely, let you know if we share it with other organisations, ask you to agree to us sharing your information where you have a choice, only keep it for as long as we need, not make it available for commercial use (such as marketing) without your permission, provide you with a copy of data we hold on you, on request. In return, we ask you to provide us accurate and none bogus information. Personal information provided by third parties. We may receive information about you from other sources (such as credit reference agencies) which we will add to the information we already hold about you in order to help us provide services to our client.

In certain circumstances we will share information with third parties where we are legally permitted to do so as agreed in our consent declaration. In the consent declaration screen where it states “I

declare that I agree with the above statement” you will be required to place a tick in the box to confirm that the information that you have provided in support of your application is complete and true and understand that knowingly to make a false statement for this purpose may be a criminal offence. You will be required to enter your full name and company name (if applicable) and to confirm the date of declaration which is the date in which you entered the details and submitted the application. If you have any queries regarding your application, please contact LetHQ Ltd on 0151 606 5106 or alternatively via email info@LetHQ.co.uk preferably quoting your name and reference number (found on your welcome email).

Personal information about other individuals.

If you provide information on behalf of someone else, you confirm that the other person has appointed you to act on his/her behalf and has agreed that you can: give consent on his/her behalf to the processing of his/her personal data, receive on his/her behalf any data protection notices, give consent to the transfer of his/her personal data abroad and give consent to the processing of his/her personal data. Monitoring and recording communications We may monitor and record communications with you (such as telephone conversations and emails) for the purpose of quality assurance, training, fraud prevention and compliance.

Use of cookies.

A cookie is a small text file which is placed onto your computer (or other electronic device) when you use our Website. We use cookies on our Website and online portal. For example, we may monitor how many times you visit the website, which pages you go to, traffic data, location data and the originating domain name of a user's internet service provider. This information helps us to build a profile of our users. Some of this data will be aggregated or statistical, which means that we will not be able to identify you individually. You can set your browser not to accept cookies and the websites below tell you how to remove cookies from your browser. However, some of our website features may not function as a result such as with the use of voucher, discount or referral codes. For further information on our use of cookies please see our Website cookie policy. For further information on cookies generally visit www.aboutcookies.org or www.allaboutcookies.org. How will we use the information about you? We collect information about you so that we can: identify you and manage any accounts you hold with us, process your order, conduct research, statistical analysis and behavioural analysis, carry out customer profiling and analyse your purchasing preferences, if you agree, let you know about other products or services that may be of interest to you, detect and prevent fraud, do due diligence checks, customise our website and its content to your particular preferences, notify you of any changes to our website or to our services that may affect you, carry out security vetting and improve our services. Who your information might be shared with (in accordance with our legitimate interests and in accordance with the DPA 2018 and the GDPR) disclose your personal data to: will only be seen by those whose jobs require them to do so. In practice, this means LetHQLtd and the Callcredit Information Group Limited.

If we or substantially all of our assets are acquired by a third party, in which case personal data held by us about you will be one of the transferred assets, in the event that we sell or buy any business or assets, in which case we will disclose your personal data to the prospective seller or buyer of such business or assets. We will (in accordance with the DPA 2018 and the GDPR and in order to provide our services to you or (as relevant) to our business customers at your request) disclose your personal data to: our agents and service providers, law enforcement agencies in connection with any investigation to help prevent unlawful activity.

Keeping your data secure we will use technical and organisational measures to safeguard your personal data, for example: access to your account is controlled by a password and user name that are unique to you the agent or landlord. We store your personal data on secure servers and payment details are encrypted using SSL technology (typically you will see a lock icon or green address bar (or both) in your browser when we use this technology).

We use a certified ISO 27001 data centre.

This family of standards helps us manage your information and keep it safe and secure. While we will use all reasonable efforts to safeguard your personal data, you acknowledge that the use of the internet is not entirely secure and for this reason we cannot guarantee the security or integrity of any personal data that are transferred from you or to you via the internet. If you have any particular concerns about your information, please contact us (see 'How to contact us?' below). What can I do to keep my information safe? If you want detailed information from Get Safe Online on how to protect your information and your computers and devices against fraud, identity theft, viruses and many other online problems, please visit www.getsafeonline.org. Get Safe Online is supported by HM Government and leading businesses. What rights do you have? Right to request a copy of your information 1. You can request a copy of your information which we hold (this is known as a Subject Access request). If you would like a copy of some or it, please: 2. email, call or write to us (see 'How to contact us?' below); 3. let us have proof of your identity and address (a copy of your driving licence or passport and a recent utility or credit card bill); and, 4. let us know the information you want a copy of, including any account or reference numbers, if you have them. Your right of subject access – LetHQ Ltd You are entitled to be told if LetHQ Ltd holds any information about you and if so to be provided with a copy of that information. This is called the 'Right of Subject Access'. These rights are governed by the DPA 2018.

When you make an application for subject access to LetHQ Ltd, we must: tell you whether we hold any data on you and give you a copy of this data in a clear form. For further information see Subject Access Policy How to contact us Please contact us if you have any questions about this privacy policy or the information we hold about you. If you wish to contact us, please send an email to info@LetHQ.co.uk or write to us at LetHQ Limited, 46 Seaview Road, Wallasey, CH45 4LA or call us on 0151 606 5106.

If you wish to complain about any aspect of our processing of your personal data then please contact us in the first instance. If we cannot resolve your complaint you have the right to complain to the Information Commissioner at www.ico.org.uk. Changes to the privacy policy We may change this privacy policy from time to time. You should check this policy occasionally to ensure you are aware of the most recent version that will apply each time you access this Website.