



### **Statement of Fair Processing**

By accessing this website and portal and providing LetHQ Limited with your business or personal details, you agree to accept and be bound by the terms of this statement of fair processing which is summarised below.

Our online service is committed to protecting the privacy of our users. When you supply any personal information to this site or portal we have legal obligations towards you in the way we deal with client data, as follows:

We will hold your personal information on our systems for as long as needed to meet the service you have requested and remove it in the event that the purpose has been met. We will ensure that all personal information supplied is held securely, in accordance with the Data Protection Act 2018 and General Data Protection Regulation. We will provide a safe and secure experience for users of this site. We will ensure that the information you submit to us remains private and is only used for the purposes set out below.

### **Fair Processing Principles**

Your personal information is only processed with your knowledge. Only information that we actually need is collected and processed. Your personal information is only seen by those who need it to do their jobs. Personal information is retained only for as long as it is required. Decisions affecting you are made on the basis of reliable and up to date information. Your information is protected from unauthorised or accidental disclosure. Inaccurate or misleading data will be corrected as soon as possible. Procedures are in place for dealing promptly with any dispute.

All information requested is used solely for the purpose it was intended and in accordance with current data protection legislation. We will treat personal information as confidential and we will not disclose it to any third party except: (i) with your prior agreement; (ii) as necessary for providing our service to you; or (iii) as required by law.

Any organisation, landlord or individual which uses LetHQ agrees to our Terms of use and should abide by current data protection legislation and have a policy for secure storage, handling, use, retention and disposal of information.

Our online solution is hosted within an ISO27001 compliant environment, and all components of the service are protected by intrusion detection and intrusion prevention devices.