

Privacy Policy

This privacy policy explains how we use any personal information we collect about you when you use this website. At OneLandlord we value your right to privacy. In order to protect your right to online privacy we have established this Privacy Policy which explains how we collect, use, disclose, and protect the information we collect when you visit our website or the OneLandlord Management System, and that applies to our products and services. This Privacy Policy applies to www.onelandlord.com and our service platform at <https://landlords.onelandlord.com> and whilst this Privacy Policy applies mainly to Landlords and our Registered Landlords, much of it also applies to Tenants, however, we do have a separate Privacy Policy for Tenants which can be seen here.

Please read this Privacy Policy, our [Terms and Conditions](#) and [Cookie Policy](#) (together referred to as “Terms”) carefully before accessing or using the website, www.onelandlord.com (“Website”) and the Services.

By accessing or using the Website and the Services you agree to be bound by the terms and conditions set forth in our Terms. By using OneLandlord or signing up for an account, you are agreeing to these Terms. This is a legal agreement. If you do not wish to be bound by these terms and conditions, you may not access or use the Website and the Services and you should immediately end such use.

Capitalized terms that are not defined in this Privacy Policy have the meaning given to them in our Terms and Conditions.

If you have any questions about our Terms, please do not hesitate to [contact us](#).

Processing Data On Behalf Of Landlords

OneLandlord processes Landlord data for the purpose Landlords using the OneLandlord Property Management Software or for the purpose of Landlords purchasing OneLandlords Services (such as property advertising, tenant credit checks).

Privacy Policy

OneLandlord also processes Tenant data provided to us by Landlords for the performance of a contract. Where the data being processed is necessary to carry out the landlord's part of a letting contract, then a "legitimate interest" occurs and is sufficient permission to process and hold Tenant data under GDPR.

OneLandlord processes landlords personal data and tenant data on behalf of our registered Landlords where there is a Legal Requirement – if a landlord or agent is legally required to hold this information then there is a lawful basis for processing the information, for example, a Legal Requirement would cover data processing around the Right to Rent Legislation or Gas Safety requirements.

Where there is a **Legitimate Interest** pursued by the data controller or a third party, it can be classed as the lawful basis provided these are mentioned in the privacy notice provided to the data subject.

Examples of this include:

- Passing the names of new tenants to utility companies.
- Seeing references which were provided to letting/managing agents.
- Disclosing details of a tenant who has left leaving rent arrears to a tracing agent or debt collector to help them recover money owed.
- Passing on forwarding addresses of former tenants to utility companies.
- Providing tenant's contact details to repairers in work needs to be carried out.
- Using CCTV to monitor communal areas (but only with appropriate signage warning the occupants of the CCTV).
- Notifying other joint tenants of any rent arrears owed by another tenant.
- Informing the guarantor where the tenant has failed to pay rent or to comply with one or more terms of the tenancy

This list is just an example but does cover disclosure of certain information to outside agencies or other parties which a landlord may be subject to.

Privacy Policy

Privacy Policy Definitions

1.1

“us” or “we” or “our” or “OneLandlord ” this means OneLandlord. OneLandlord is a trading style of e-landlords limited, which is a registered UK Company.

1.2

“User(s)” means the person or entity that is registered with us to use the Services;

1.3

“you” means a User(s) or some other person who visits our Website;

1.4

“Tenant(s)” means a person we or you may contact through our services, or a person who we or you might choose to contact at some point in the future through the use of our Services. In other words, a Tenant is anyone you may enter onto the OneLandlord Management System or about whom you have given us information;

1.5

“Tenant Management ” means a list of Tenant(s) and all associated information related to those Tenants (for example, email addresses);

1.6

“Products” & “Services” means that we provide an online platform which you may use to create property, tenant and tenancy management.

1.7

“Personal Information” means any information that identifies or can be used to identify you or a Tenant, directly or indirectly, including, but not limited to, first and last name, date of birth, email address, gender, occupation or other demographic information and legitimate information;

1.8

“Website” means www.onelandlord.com

1.9

Privacy Policy

“Terms” means these Terms and Conditions, our Privacy Policy and our Cookie Policy which define the terms and conditions under which you are allowed to use OneLandlord, and how we will treat your account while you are a User.

Privacy Policy Modifications

We may change this Privacy Policy from time to time. The most recent version of the Privacy Policy is reflected by the version date located at the bottom of this Privacy Policy. When we change the Privacy Policy in a material manner we will let you know by email to the last email address you gave us. All updates and amendments are effective immediately. We will post any changes here, so be sure to check back periodically. Please note that your continued use of the Website and/or the Services signifies your continuing consent to be bound by this Privacy Policy.

Scope

This Privacy Policy is effective with respect to any data that we have collected, or collect, about and/or from you, according to our Terms.

What kind of information do we collect?

OneLandlord collects information that personally identifies you (“Personal Information”) in some circumstances, for example when you apply to use our Products and Services or when you provide Tenant information to us so that you can create the necessary systems to help you manage your tenancies. The types of personal Information we collect include first and last name, username, contact details, physical address, identification information, company (if applicable), title, information submitted in various forms. We also collect Personal Information about your interactions and transactions with us, including any through monitoring and recording, any contact we have with you by telephone, email or online for purposes including security, dispute resolution and training. Providing us with such Personal Information you consent to this information being collected, used and disclosed as laid out in our Terms and Conditions and this Privacy Policy.

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Information provided by third parties:

OneLandlord may also collect Personal Information from third parties including public sources, our related companies, information service providers and the parties with whom we exchange information as described here. Such as when we send emails to Users, we may track behaviour such as who opened the emails and who clicked the links. This allows us to measure the performance of any email campaigns and to improve our features for specific segments of Users.

We also collect and manage information on behalf of our Users, so they can manage their tenancies and. Properties. This includes information about our Users' tenants and users properties such as telephone numbers, address history, email addresses, and other details entered by Users into our systems, which are subject to our Terms but are not otherwise limited or controlled by us. It is possible that in some respects we could handle sensitive information, particularly when required to undertake background checks. We do not use this information for our own purposes. We use the data to create background reports.

We collect, use and disclose your Personal Information to provide, administer, improve and personalize our products and Services, maintain and update our records, manage our relationship with you and our Users and deal with your enquiries and concerns. We may also collect, use and disclose your Personal Information in connection with suspected fraud, misconduct and unlawful activity.

If you are our User, your Personal Information is used to create your personal access to our Products and Services, and to contact you in the course of using our Services. Financial information that is collected is used to verify, identity and to bill either you or your company for our Services, as applicable. Demographic and profile data collected by OneLandlord may be used to tailor our Platform and to display information that is more relevant to you. OneLandlord also compiles demographic and product use information, but only as a total, and may make that overall information publicly available, for example, through the use of surveys. Under no circumstances will OneLandlord make any Personal Information about an individual User publicly available in this manner.

Privacy Policy

Your email address is used to only send you information that you have requested as part of your use of our Services, OneLandord allows you to elect to receive, or not receive, certain information from OneLandord and OneLandord adheres strictly to an opt-in email policy and when you register with OneLandord, you will be presented with a number of “opt in” choices. Except as mentioned above, OneLandord will not send you unsolicited email information, commercial offers or advertisements. OneLandord will not sell, rent, or loan our contact lists or our User’s contact lists (including User data) to any outside firms not involved in the provision of OneLandord Services, nor will OneLandord use the tenant lists of the User for our own marketing purposes without explicit permission.

All marketing material we send to you will have an option to unsubscribe. Unsubscribe requests are fulfilled within minutes and no further communications will be sent to Users who have stated that they do not wish to receive the specified information.

Cookies and tracking:

We may use various technologies to collect and store information when you use our Services, and this may include using cookies and/or similar tracking technologies on our Website, to analyze trends, administer the Website, track Users’ movements around the Website and gather demographic information about our User base as a whole. Users can control the use of cookies at the individual browser level. For more information about our use of cookies and other tracking technologies, as well as how to opt out of the use of cookies, please go to our [Cookie Policy](#).

Web beacons

We use web beacons on our Websites and in our emails. When we send emails to Users, we may track behaviour such as who opened the emails and who clicked the links. This allows us to measure the performance of our email campaigns and to improve our features for specific segments of Users. To do this, we include single pixel gifs, also called web beacons, in emails we send. Web beacons allow us to collect information about when you open the email, your IP address, your browser or email client type, and other similar details. We also include web beacons in the emails we deliver for you.

Privacy Policy

We may use and disclose Personal Information only for the following purposes:

Promotional use of our Services:

If you use any of our Services and we think you might benefit from using another (new) Service we offer, we may send you an email about that. You can stop receiving our promotional emails by following the unsubscribe instructions included in every email we send or by editing the marketing material in your Landlord Profile. In addition, we may use information we collect in order to advertise our Services to you or suggest additional features of our Services that you might consider using. For more information on how we use cookies or other tracking technologies for these purposes, as well as how to opt out of the use of cookies, please see our [Cookie Policy](#)

Invoice purposes and collection of money for Services provided by us

This includes payment details, sending you emails, invoices, notices, payment reminders, receipts and credit card information. We use third parties for secure credit card transaction processing, and we re-direct you to those third parties to process your orders and credit card payments. In case of services requiring payment, we request credit card or other payment account information, which will be used solely for processing payments. Your financial information will not be stored by us. Subject to your prior consent and where necessary for processing future payments, your financial information will be stored in encrypted form on secure servers of WorldPay, who are beholden to treating your Personal Information in accordance with this Privacy Policy.

Newsletters and Other Publications of OneLandlord:

We may send you newsletters to inform you about temporary or permanent changes to our system and/or Services such as version updates, releases, new features, promotions, campaign notifications and changes to our Terms. Every User can turn these notifications on and off in their account settings except for the latter which will be received by every User. In order to communicate with our Users and to provide them with support.

Privacy Policy

To enforce compliance with our Terms and applicable law: We may disclose Personal Information where we, in good faith, deem it appropriate or necessary to prevent violation of our Terms, or our other agreements; take precautions against liability; protect our rights, property, or safety, or those of a partner, any individual or the general public; maintain and protect the security and integrity of our Website and/or Services or infrastructure; protect ourselves and our Website and/or Services from fraudulent, abusive, or unlawful uses; investigate and defend ourselves against third party claims or allegations; or assist government regulatory agencies. This may include developing tools and algorithms that help us prevent violations.

To protect the rights and safety of our Users and third parties, as well as our own.

To meet legal and regulatory requirements: We may disclose Personal Information if we have a good-faith belief that doing so is required by a subpoena, warrant, or other judicial or administrative order or otherwise required by law. Including to respond to lawful requests by public authorities, such as national security or law enforcement requirements.

To prosecute and defend a court, arbitration, or similar legal proceeding.

We may exchange your Personal Information with our representatives and with our service providers that assist us with archival, auditing, accounting, User contact, legal, business consulting, banking, payment, delivery, data processing, data analysis, information broking, research, investigation, website or technology services to help us comply with legal, accounting, or security requirements. Third parties to whom we disclose personal information may be located in the United States of America and other countries.

To further develop our Services: In order to provide, upgrade and support our Services it is necessary to use and disclose Personal Information. This may include our use of the information that our Users provide us in order to enable our Users to use the Services to communicate with their Tenants. Furthermore, it could include for example, gathering information from your use of the Services or visit to our Website and sharing this information with third parties to improve our Services. This might also include sharing your information or the information you provide us about your Tenants with third parties in order to provide and support our Services or to make certain features of the Services available to you.

Privacy Policy

When we do have to share Personal Information with third parties, we take steps to protect your information by requiring these third parties to enter into a contract with us that requires them to use the Personal Information we transfer to them in a manner that is consistent with this Privacy Policy.

The assets and operations of the business are transferred to another party in the case of a sale, merger, consolidation, liquidation, reorganization, or acquisition. In that event, any acquirer will be subject to our obligations under this Privacy Policy, including your rights to access and choice. We will inform you of the change either by sending you an email or posting a notice on our Website.

Combined Information: We may combine Personal Information with other information we collect or obtain about you (such as information we source from our third party partners), to serve you specifically, such as to deliver a product or service according to your preferences or restrictions, or for advertising or targeting purposes in accordance with this Privacy Policy. When we combine Personal Information with other information in this way, we treat it as, and apply all of the precautions in this Privacy Policy applicable to, Personal Information.

Children's privacy

OneLandord does not knowingly collect or solicit any information from anyone under the age of 16 or knowingly allow such persons to register. The Service and its content are not directed at children under the age of 16. In the event that we learn that we have collected Personal Information from a child under age 16 without verification of parental or legal representative consent, we will delete that information as quickly as possible.

Privacy Policy

Personal Information collected by and for our registered users

As you use our Services, you may import into our system Personal Information you have collected from your Tenants. We have no direct relationship with your Tenants or any person other than you, and for that reason, you are responsible for making sure you have the appropriate permission for us to collect and process information about those individuals – normally a “legitimate interest”. Consistent with the use of Personal Information covered in article 5, we may transfer Personal Information of you or your Tenants to companies that help us promote, provide, or support our Services or the services of our Users (“Service Providers”).

We enter into a contract with the Service Providers to protect the Personal Information and restrict their use of any Personal Information consistent with this Privacy Policy. As part of our Services, we may use and incorporate into features information you have provided, we have collected from you, or we have collected about Tenants. We may share this information, including Tenant email addresses, with third parties in line with the approved uses in article 5.

If you are a User and no longer want to be contacted by us, please unsubscribe directly your Profile Page of from the newsletters or other information we may send out, or contact us directly to update or delete your data. If you contact us, we may remove or update your information within a reasonable time and after providing notice to the User of your request.

We will retain Personal Information we process on behalf of our Users for as long as needed to provide our Services or to comply with our legal obligations, resolve disputes, prevent abuse, and enforce our agreements.

Third party websites – Social media platforms and widgets.

Our Website includes social media features, such as the link to Twitter. These features may collect information about your IP address and which page you are visiting on our Website, and they may set a cookie to make sure the feature functions properly. Social media features and widgets are either hosted by a third party or hosted directly on our Website. We also maintain presence on social media platform Twitter.

Privacy Policy

Any information, communications, or materials you submit to us via a social media platform is done at your own risk without any expectation of privacy. We are not responsible for the manner of use or misuse of information made available by you and/or other users of these platforms and/or the actions of the platforms themselves at such other websites. Your interactions with those features and platforms are governed by the privacy policies of the companies that provide them.

Links to third party websites. Our Website includes links to other websites, whose privacy practices may be different from ours. If you submit Personal Information to any of those websites, your information is governed by their privacy policies. We are not responsible for the manner of use or misuse of information made available by you and/or other users of these websites and/or the actions of the websites themselves at such other websites. We urge you to carefully read the privacy policy of any website you visit.

What kind of third parties?

OneLandlord may disclose Personal Information with the third parties for the reasons as described in this Privacy Policy.

Service Providers

Occasionally, we share your information with our third party Service Providers, who help us provide and support our Services. For example, if it is necessary to provide you something you have requested, then we may share your Personal Information with a Service Provider for that purpose, a good example of this is Landlord Insurance, or Buy to Let Mortgage Products. Just like with the other third parties we work with; we enter into a contract with these third party service providers that requires them to use your Personal Information only for the provision of services to us and in a manner that is consistent with this Privacy Policy. Examples of Service Providers include payment processors, hosting services and content delivery services. Our Website may contain links to other websites. We are not responsible for the privacy practices or policies of those websites.

Privacy Policy

Promotional Bundles

We may, from time to time, offer bundles or other promotions on our Websites or through social media and/or third parties (collectively “Our Promotions”). Participation in Our Promotions is completely voluntary. Information requested for entry may include personal contact information such as your name, address, date of birth, phone number, email address, username, and similar details. We use the information you provide to administer Our Promotions. We may also, unless prohibited by the Promotion’s rules or law, use the information provided to communicate with you, or other people you select, about our Services. We may share this information with our Service Providers in line with this Privacy Policy and the terms posted for the promotion.

Tenant Lists

Tenant Records can be created in a number of ways and Tenant Records are stored on a secure OneLandlord server. We do not, under any circumstances sell Tenant data. If someone on your Tenant records contacts us regarding one of our services (such as Tenant Insurance), we might then contact that person. Only authorized employees have access to your Tenant records. You may export (download) your Tenant Records from OneLandlord at any time. We will use and disclose the information in your Tenant Records only for the reasons discussed in this Privacy Policy, and not without prior consent.

Content

OneLandlord takes several measures to protect the privacy and confidentiality of Landlords personal information and Tenant records. However, OneLandlord was not built to send confidential information so do not use OneLandlord in this order. OneLandlord may scan the content of records to ensure it complies with our Terms of Business in order to protect against defamatory, inaccurate, abusive, obscene, profane, or threatening material that is racially or ethnically offensive. Our employees may review all records.

Privacy Policy

Notifications

We send all new Users a welcoming email to verify their new account. Established Users will occasionally receive unsubscribe feedback and/or industry notifications. We present our Users with the option to not receive these types of communications. Users are able to turn these notifications off in their profile settings.

Newsletters and Other Publications

If a User wishes to subscribe to our newsletters or other publications, we ask for contact information such as name and email address. Established Users will occasionally receive information about the Products and Services, promotions and OneLandlord updates. We provide a way to opt-out of these communications via the unsubscribe mechanism at the bottom of each email or via the possibility to turn these newsletters off in their profile settings.

From time to time we may make material changes to our Terms and we notify our established Users about these changes by email. Users may not opt-out of these communications, though they can deactivate their account. However, these communications are not promotional in any nature.

Service Announcements

On rare occasions it is necessary to send out a strictly service related announcement. For example, if our service is temporarily suspended for maintenance we might send our Users an email. Generally, Users may not opt-out of these communications, though they can deactivate their account to cease receiving these notifications. However, these communications are not promotional in any nature.

User Support

We communicate with Users on a regular basis to provide requested services and products and in regard to issues relating to their account. We reply via email or social media, in accordance with the User's wishes.

Privacy Policy

Notification of Breach of Security

Should there be a security breach that may affect you or anyone on your tenant record, then OneLandlord will notify you as soon as possible and inform you about the measurements that have been taken in reaction thereto. If we determine, and notify you, that you need to forward all or part of that information to anyone on your tenant record(s), you will promptly do so.

Maintaining Security

OneLandlord takes reasonable and appropriate efforts to protect Personal Information from loss, misuse and unauthorized access, disclosure, alteration and destruction, taking into account the risks involved in the processing and the nature of the Personal Information. OneLandlord has made a substantial investment in server, database, backup and firewall technologies to protect our information assets. These investments mean that information about the identity of individual members is strongly protected by OneLandlord against unauthorized access. OneLandlord may process, store and back up its information with the assistance of outside service providers. The OneLandlord Platform requires a username and password to log in. You must keep your username and password secure, and never disclose it to a third party. Because the information in Landlord and your Tenant Records is so sensitive, account passwords are encrypted, which means we cannot see passwords. We cannot resend forgotten passwords either, we can only reset them.

Access

In the case of access and correction requests, we will give an individual, either you or a tenant, access to any Personal Information we hold about them within 30 days of any request for that information. Individuals may request to access, correct, amend or delete information we hold about them by contacting us by sending an email to; enquiries@onelandord.com. In case of such a request please provide us with as much details as you can about the particular information you seek, in order to help us locate it. Unless it is prohibited by law, we will remove any Personal Information about an individual, either you or a Tenant, from our servers at your or their request.

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The charge for an individual to access or update their Personal Information is £10.00. We will comply with any applicable legal requirements to provide reasons if we deny any request for access or correction, or to make a requested note of your desired correction with the information.

Location of data storage and transfers.

The host servers on which OneLandlord processes and stores its databases are located exclusively within the European Union. OneLandlord will inform you immediately, to the extent we are legally authorized to do so, in case of any application or order originating from an administrative or judicial authority relating to your personal data.

Accuracy and Retention of Data.

We do our best to keep data accurate and up to date, to the extent that you provide us with the information we need to do so. If your data changes (for example, if you have a new email address), then you are responsible for notifying us of those changes. Upon request, we will provide you with information about whether we hold, or process on behalf of a third party, any of your Personal Information. We will retain your information for as long as your account is active or as long as needed to provide you with our Services. We may also retain and use your information in order to comply with our legal obligations, resolve disputes, prevent abuse, and enforce our Terms.

Privacy Policy

Contact us

If you have any questions about our Privacy Policy, the information we have collected from you online, the practices of this Website, or you wish to access or correct the Personal Information we hold about you, please contact us at: **Email:** enquiries@onelandord.com Copyright

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OneLandlord is a trading name of e-landlords limited

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