

## **One Landlord (e-Landlords limited)**

### **PRIVACY POLICY**

#### **Introduction**

One Landlord is a trading style of e-Landlords limited.

This privacy policy explains how we use any personal information we collect about you when you use this website.

#### **What information do we collect about you?**

We collect information about you when you register with us, use our services, or place an order for products or services. We also collect information when you voluntarily complete customer surveys, provide feedback and participate in competitions. Website usage information is collected using cookies.

#### **What information do we collect about others?**

We may store information that you provide about other people depending on the nature of the services we are providing to you. This information will be used to help us deliver the relevant products and services offered. Please ensure that you have obtained all necessary permissions to provide us with this information. This data is retained on the same basis as the information we retain about you and forms an essential part of our service offering. In particular, please ensure that your Tenants are aware that you use One Landlord and will be entering their details onto the landlord property management software system.

Unless you expressly state otherwise, we will return references on the performance of your tenants with the requirements of your tenancy and also to pass this information on to any credit reference agencies or other similar bodies, including Tenant Registry for the purpose of evaluating the credit worthiness or suitability of the relevant tenants. You should obtain express consent for this from your tenants and our Application Form allows you to collect this in writing. You should also obtain express consent from applicants for any tenancy if you instruct any tenant check services, including tenant credit checks or tenant ID checks where One Landlord will pass on the details of the tenants to third party credit reference agencies. Our Application Form also allows you to collect this consent in writing.

## How will we use the information about you?

We collect information about you to process your order, manage your account and, if you agree, to email you about other products and services we think may be of interest to you.

We use your information collected from the website to personalise your repeat visits to our website. Unless you object, we shall pass on your personal information to our group of companies so that they may offer you their products and services. We shall also pass your information on to parties relevant to the specific transaction, product or service taking place.

In the course of the provision of some of our services, we may send your details to, and also use information from credit reference agencies and fraud prevention agencies but only if this is an integral part of our product or service offering or standard market practice.

We may also aggregate data and use information for the production of statistics and data sets but this will not involve the release of any personal data.

If you have been referred to us by a 3rd party we may notify the third party of your status with us and your volume of transactions to date in order to allow the third party to monitor the progress of the relationship and support the relationship. All third parties have agreed that they have permissions to provide such referrals and unless otherwise notified we shall provide such parties (if present) the above mentioned information. Prior to any registration we shall notify you if you have been introduced through a third party. Should you wish to terminate this disclosure of information, simply let us know by telephone, in writing, by fax or email. See the prevailing contact details.

One Landlord has partnered with Tenant Index to provide tenant check services and to compile a list of Tenants of all types for the benefit of good tenants and landlords alike. One Landlord may search Tenant Index and may also use the services of Tenant Index to review tenant applications on behalf of Landlords.

The Landlord must ensure that permission is obtained from all tenants to check the tenants using such 3rd party companies and for such 3rd parties to retain the data for future referencing. In the event that the Landlord does not have permission to directly or indirectly provide future references or pass on such data to third parties it is the landlord's responsibility to notify One Landlord immediately. Our Tenant Application form and our standard Assured Shorthold Tenancy Agreements provide easy means of obtaining

this permission in writing.

## **Marketing**

We would like to send you information and contact you about products and services of ours and other companies in our group which may be of interest to you. We are able to offer free registration and services as a result of this and as part of the registration process you are agreeing that you are happy for us to do so.

You have a right at any time to stop us from contacting you for marketing purposes or giving your information to other members of the Group. If you no longer wish to be contacted for marketing purposes, please let us know.

Once again, please note that we will not share your information for marketing purposes with companies outside e-Landlords, without obtaining your express consent.

## **Access to your information and correction**

You have the right to request a copy of the information that we hold about you. If you would like a copy of some or all of your personal information, please email or write to us. We may make a small charge for this service. We want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate.

## **Cookies**

Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. This information is used to track visitor use of the website and to compile statistical reports on website activity. For further information visit <http://www.aboutcookies.org> or [www.allaboutcookies.org](http://www.allaboutcookies.org)

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

## **Other websites**

Our website contains links to other websites. This privacy policy only applies to this website so when you link to other websites you should read their own privacy policies.

## **Assignment**

The right to use the information collected reside with e-Landlords and in the event that e-Landlords sells the business to a 3<sup>rd</sup> party or transfers the business to a separate legal entity, your data will be transferred accordingly in order to allow the business to continue to provide you with the requisite services. This transfer applies to your protective rights of privacy with your data, i.e. the data will not be sold to third parties but may be transferred and used within the purchaser's or recipient's group of companies.

## **Fraud & Criminal Activity**

Where a registered user of our site is suspected in taking part in a fraudulent or criminal activity (normally through the media of property advertising but not exclusively to this method) we will co-operate fully with the investigating authorities and provide them with any information they feel will help them with their investigations. Our sole interest is in protecting the consumer and if any investigating authority requests your personal data from us, we reserve the right to provide it to them.

## **Changes to our privacy policy**

We keep our privacy policy under regular review and we will place any updates on this webpage. This privacy policy was last updated on 06 February 2013.

## Questions

Please contact us if you have any questions about our privacy policy or information we hold about you.

One Landlord is a trading name of e-Landlords limited.

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Registered with the Information Commission  
Registered Number **ZA147539**