



iletpro ltd.
Engine Shed
Station Approach
Bristol
BS1 6QH
United Kingdom

Effective Date: 10-03-
2021

PRIVACY NOTICE 1.3

iletpro is committed to protecting and respecting your privacy. We adhere to this Privacy Policy (the "Policy") which together with any disclaimers sets out the basis on which any personal data relating to you ("Data") we collect from you (or that you provide to us, or that is provided to us) by any means will be processed. Please read the following carefully to understand our use of Data. Please note that the Policy relates only to living individuals in relation to Data relating directly to themselves, and not to persons in any other capacity.

We are an online letting & management agent who remove the language/culture barriers between tenants and landlords. We offer simple and quick digital solutions for both tenants and landlords. we help landlords to find tenants, and to manage landlord properties. We are expanding our businesses in other major cities in England and Wales this year. In 12 months, we anticipate that we shall provide businesses in Birmingham, Cardiff, Exeter, Leeds, Manchester and Nottingham.

This Notice is split under several headings - if you click on a heading you will be taken directly to that section. More detailed information is available in several sections, or on request in some instances.

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1. Who we are and how to contact us?

We are iletpro, Private Company Limited by shares (LTD) or (Ltd) 08955441 and having its registered office at Engine Shed, Station Approach Temple Meads, BS1 6QH, Bristol.

The **CONTROLLER** for the purposes of the General Data Protection Regulation EU2016/679, and the UK Data Protection Act 2018 is

iletpro. For data protection issues, please email Privacy Coordinator at roland.tao@iletpro.com

Or write to us at:

iletpro ltd Engine Shed Station Approach Temple Meads, BS1

6QH Tel: 01172510186

2. What information about me do you collect & use? Where do we get your personal data from?

"Personal data" is data which can identify you, either directly or indirectly, as an identified or identifiable individual.

When you engage with us via the website, or by letter, telephone or personally, we collect personal data in accordance with the law, such as your name, address, contact details and purpose of your enquiry or concern.

We also collect data directly from you when you or your firm become a customer of iletpro.

- When you sign up as either a tenant or a landlord on our website, we will collect your surname, first name, title, email address and mobile number.
- We collect data directly from you when you become a customer, for example when you rent a property from us or if you engage us as a sale, letting or management agent to provide services to you for the sale, letting and or management of your property or properties or if you register your information with us to keep you informed of products and services we may provide.
- When you become our vetted tenants, we collect identity document details, such as passport and visa information.
- We collect data when you purchase services or communicate with us or otherwise connect with us or post to social media pages. When you sign up to a newsletter.
- When you take part in any survey, contest or promotional event or offer.
- For details of our cookies and how to opt out of their use, see our [COOKIES](#) page.

The personal data we collect includes the following:

- Surname
- First name
- Corresponding
- Address Email addresses
- Mobile numbers
- Bank account details, sort code, account number
- Credit/debit card details
- Date of Birth of selected tenants
- Details of contracts you have entered with third parties for us to provide services to you.
- Any other data which you ask us to process on your behalf, or which is necessary for us to process in order to fulfil our role in providing our products or services to you.

We may also obtain personal information that you post on social media, such as Facebook, LinkedIn, Twitter etc. If we do this it will be in line with a social media policy.

Please keep in mind that if you directly or indirectly disclose personal information or sensitive data through social media, this information may be collected and used by others. We have no control over such social media websites, and this Privacy Policy does not apply to such data. You should consult each site's Privacy Policy for information about their processing.

For full details of your rights in connection with the personal data held by us, please ask for our Data Subjects Rights Policy by emailing roland.tao@iletpro.com and we will help you as much as we can.

3. Do we offer our services directly to children (under 13yr old)?

The services are not directed to children under the age of 13 years, and we request that such individuals do not provide personal data to us. We do NOT collect any data from children and if we discover that we inadvertently have such data we will immediately delete it.

4. How and why do we use my personal information?

iletpro will process your information for the purposes as set out in this Policy, in particular:

- To operate our website and deliver the response, product or service you have requested. To provide to you our full range of products and services.
 - Carry out any contractual obligations we have towards you. To promote and organise our business and interests.
 - To inform you of other products or services available from us.
 - To contact you directly or via surveys to conduct research about your opinion of our existing products or services or possible new offerings that we may be considering.
 - To contact you on behalf of other business partners about offers or services we believe may be of interest to you (we will not disclose your personal data without your consent).
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- In addition, we share data with trusted suppliers in order to assist us operate our business, provide customer support, provide other services to us, to provide security services to us, to perform statistical analysis, to contact you via email or by post and to arrange for deliveries. All such third parties are prohibited from using your personal information except to provide these services to us, and they are required to maintain the confidentiality of your information.
 - We will also process your data to comply with any legal obligation to which we may be subject, and to obey any Court Order.

5. Do you share my information?

Your data is shared as necessary within iletpro for business purposes such as internal administration, invoicing, providing you, your organisation or company with our products, and as set out below.

We do not sell, rent, or otherwise share personal data with unaffiliated entities for their independent use except as expressly described in this Privacy Policy or with your prior consent.

We share data with our third-party service providers that perform services on our behalf, such as:

- Web-hosting
- companies Mailing
- vendors Analytics providers.
- Information technology providers IT service providers
- Cloud storage providers
- CCTV monitoring partners
- Logistics providers
- Payment transactions providers Tenant referencing providers.
- Electronically signing document providers Accounting software providers
- Property management software providers

We would also share with service providers, advisors, potential transactional partners, or other third parties in connection with the consideration, negotiation, or completion of a transaction in which we are acquired by or merged with another company or association, or we sell, liquidate, or transfer all or a portion of our assets.

All such sharing takes place only to the extent necessary to perform the services carried out for or on our behalf and making sure that they comply with data protection law.

All such third parties are prohibited from using your personal information except to provide these services to iletpro and they are required to maintain the confidentiality of your information.

iletpro will otherwise disclose your personal information, without notice to you, only if required to do so by law or in the good faith belief that such action is necessary to: (a) conform to the edicts of the law or comply with legal process served on iletpro or the website; (b) protect and defend the rights or property of iletpro and its staff; and, (c) act under exigent circumstances to protect the personal safety of staff or users of the services or facilities of iletpro or the public.

6. Is my information sent outside the European Union?

The personal data that we collect from you may be transferred to and stored outside the European Economic Area ("EEA"). It may also be processed by staff operating outside the EEA who work for one of our suppliers, in which case the third country's data protection laws will have been approved as adequate by the European Commission, or other applicable safeguards are in place as set out in the GDPR and UK Data Protection Act of 2018.

These safeguards are set out below: -

Article 49 of the GDPR.

Data is transferred to processors in third countries in accordance with specific derogations as set out in [Article 49](#) of the GDPR.

7. What is the legal basis for you collecting and processing my information?

UK and EU law sets out the grounds upon which data controllers such as iletpro can rely on to lawfully process personal data. We rely on the following grounds:

Where you have given us **consent** to the processing of your personal data for a specific purpose, for example for marketing purposes; The processing is necessary for iletpro to fulfil our **contract** with you.

The processing is necessary for **compliance with a legal obligation**, for example to comply Revenue requirements.

The processing is necessary in order to protect the **vital interests** of a staff member or another person, for example, an attendee at a training course in a medical emergency.

The processing is necessary for the purposes of the **legitimate interests** pursued by iletpro or by a third party, except where such interests are overridden by the interests or fundamental rights and freedoms of the data subject, (especially a child). Some marketing might take place under this heading, but never to children, unless to oversight.

Under the UK Data Protection Act of 2018, we may also lawfully share data for the following reasons: Equality of opportunity or treatment, Racial and ethnic diversity at senior levels of organisations, Regulatory requirements relating to unlawful acts and dishonesty etc., Suspicion of terrorist financing or money laundering, Support for individuals with a particular disability or medical condition, Insurance.

In relation to personal data revealing racial or ethnic origin, political opinions, religious or philosophical beliefs, or trade union membership, and the processing of genetic data, biometric data for the purpose of uniquely identifying a natural person, data concerning health or data concerning a natural person's sex life or sexual.

orientation only, the processing relates to personal data which are manifestly made public by the data subject:

The processing is necessary for the establishment, exercise or defense of legal claims.

The processing is necessary for the purposes of preventive or occupational medicine, for the assessment of the working capacity of the employee, medical diagnosis, the provision of health or social care or treatment or the management of health or social care systems and services on the basis of Union or Member State law or pursuant to contract with a health professional when those data are processed by or under the responsibility of a professional subject to the obligation of professional secrecy under Union or Member State law or rules established by national competent bodies or by another person also subject to an obligation of secrecy under Union or Member State law or rules established by national competent bodies;

8. What are my rights, and how do I exercise them?

Below we outline the rights you have in relation to the data we hold about you. If you would like to exercise any of these rights, please ask for our SUBJECTS' RIGHTS POLICY and FORMS by emailing roland.iao@iletpro.com which will help you to exercise any of the rights outlined here:

Access - you have the right to find out what data we hold about you, and to get a copy of the data.

Restriction of Processing - you have the right to ask us not to process some data, or not process in a particular way, in certain circumstances.

Right to object - you have the right to object to our processing of your data when we are processing it on the basis of our legitimate interests, for direct marketing purposes, or for statistical purposes.

Right to data portability - if we are processing by automated means your personal information that you gave us, on the basis of your consent or on the basis that it is necessary for the performance of a contract with us, you may ask us to provide the personal information to you in a machine-readable format.

Right of Rectification - if you believe that data, we hold about you is inaccurate then you have the right to ask us to change and or correct it.

Right of erasure - in certain circumstances, you have the right to ask us to erase the information we hold about you. You can also ask that if we have made information about you public or shared the information with third parties that we use reasonable effort to erase that information also, these are not an unlimited right, and we can discuss the issue with you if required.

Complaint - you have the right to complain to the Information Commissioner's Office if you feel that we are in breach of any of your rights. **We would ask that you contact us first by emailing roland.iao@iletpro.com, to enable us to try to deal with the matter to your satisfaction.**

INFORMATION COMMISSIONER'S OFFICE

Cheshire (Head office)

Wycliffe House
SK9 5AF
Wilmslow

Scotland

Queen Elizabeth House
Sibbald Walk
Edinburgh
EH8 8FT.

Phone 0303 123 1113

Live chat: [Online](https://bit.ly/37F4I5W) <https://bit.ly/37F4I5W>

Wales

2nd Floor, Churchill House
Churchill Way
Cardiff
CF10 2HH

Northern Ireland

3rd Floor
14 Cromac Place
Belfast
BT7 2JB

9. Can I stop getting emails, text messages and other communications from you?

Yes!



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Station Approach
Bristol
BS1 6QH
United Kingdom

If you no longer wish us to contact you in a particular way, e.g., no longer send you text messages, just advise us of that and we will respect your request. As a customer of ours it is necessary for us to contact you from time to time in connection with services, for example to ensure your data is correct.

MARKETING

If you no longer wish to receive marketing communications by electronic means, just use the opt-out facility in any of our communications OR advise us at: roland.tao@iletpro.com.

You may also write to us or telephone us at:

iletpro

iletpro ltd Engine Shed Station Approach Temple Meads, BS1 6QH Tel: 01172510186

10. Is my information secure?

iletpro secures your personal information from unauthorised access, use or disclosure.

iletpro secures the personal data you provide on computer servers in a controlled, secure environment, protected from unauthorised access, use or disclosure. When personal data is transmitted to other Web sites, it is protected through the use of encryption, such as the Secure Socket Layer (SSL) protocol.

Documents or copies which are held by iletpro are always kept in secure lockable storage and, where deemed necessary, this should also be fireproof, and access is restricted to those who require such access.

Data is retained only for as long as is necessary for the purpose for which it was obtained.

Checklists

- We undertake an analysis of the risks presented by our processing and use this to assess the appropriate level of security we need to put in place. When deciding what measures to implement, we take account of the state of the art and costs of implementation.
- We have an information security policy (or equivalent) and take steps to make sure the policy is implemented. Where necessary, we have additional policies and ensure that controls are in place to enforce them.
- We make sure that we regularly review our information security policies and measures and, where necessary, improve them. We have put in place basic technical controls such as those specified by established frameworks.
- We understand that we may also need to put other technical measures in place depending on our circumstances and the type of personal data we process. We use encryption and/or [pseudonymisation](#) where it is appropriate to do so.
- We understand the requirements of confidentiality, integrity and availability for the personal data we process.
- We make sure that we can restore access to personal data in the event of any incidents, such as by establishing an appropriate backup process.
- We conduct regular testing and reviews of our measures to ensure they remain effective, and act on the results of those tests where they highlight areas for improvement.
- Where appropriate, we implement measures that adhere to an approved code of conduct or certification mechanism. We ensure that any data processor we use also implements appropriate technical and organisational measures.

11. How long do you keep my information?

iletpro will retain personal data only for as long as such retention is necessary having regard to the purpose for which we have collected it in the first place, or as long as is required by law.

iletpro will retain customer personal data for as long as any person or firm is a customer of iletpro.

If a person or firm ceases to be a customer of iletpro their personal data will be retained for as long as is necessary to process any existing customer transactions or legal requirements, or as long as it may be required under any relevant legislation and in line with our Retention Policy and Schedule.

Certain data is required by law to be maintained for specific minimum periods and iletpro will retain such personal data for the period mandated by each specific law. Data relating to employees is kept for the duration of employment and specified periods thereafter in accordance with our internal Retention Policy.

If you would like further information in respect of a particular category of data relating to you, please contact:

roland.tao@iletpro.com or contact us at:

iletpro,

iletpro ltd Engine Shed Station Approach Temple Meads, BS1 6QH Tel: 01172510186

In line with this Policy and our Subject Rights' Policy, we aim to respond to all such requests within 1 month.

12. How do I contact the Information Commissioner's Office?

You have the right to complain to the Information Commissioner's Office if you feel that we are in breach of any of your rights. Full contact details are provided below.

We would ask that you contact us first at roland.tao@iletpro.com or iletpro ltd Engine Shed Station Approach Temple Meads, BS1 6QH Tel: 01172510186 to enable us to try to deal with the matter to your satisfaction. If you wish to exercise any of the rights you have in respect of your data, please ask for our Data Subject Rights' Policy and Forms by emailing roland.tao@iletpro.com and we will help you as much as we can.

INFORMATION COMMISSIONER'S OFFICE

Cheshire (Head office)

Wycliffe House
SK9 5AF
Wilmslow

Scotland

Queen Elizabeth House
Sibbald Walk
Edinburgh
EH8 8FT.

Phone 0303 123 1113

Live chat: [Online](https://bit.ly/37F4I5W) <https://bit.ly/37F4I5W>

Wales

2nd Floor, Churchill House
Churchill Way
Cardiff
CF10 2HH

Northern Ireland

3rd Floor
14 Cromac Place
Belfast
BT7 2JB

Policy Review

The policy will be reviewed and evaluated from time to time. Ongoing review and evaluation will take cognizance of changing information or guidelines, legislation and feedback from staff and others.

If this policy changes the relevant people will be notified. Any questions about this policy should be referred to the privacy lead within the company who is in charge of administering enforcing and updating this policy.