

## **Privacy Policy**

Cooper Homes (Letchworth) Limited is a limited company registered in England and Wales and is the 'data controller' of your personal data and is subject to the Data Protection Act 1998 (DPA) and when it takes effect on 25th May 2018, the General Data Protection Act (GDPR).

### **How do we process your personal data?**

We are committed to processing your data in the following ways:

- Lawfully, fairly and in a transparent manner
- We only collect it for specified, explicit and legitimate purposes
- We only process what is relevant and necessary
- Your data is kept in form that allows for identification and for no longer than necessary
- We employ the appropriate technical measures to ensure the security of your personal data

GDPR (General Data Protection Regulation) allows for the personal processing of personal information for our legitimate interests in terms of direct marketing. Legitimate interests means the interests of our company in conducting and managing our business in order to enable us to offer you the best services and products and the best and most secure experience.

Cooper Homes (Letchworth) Limited is registered with the UK Information Commissioners Office with registration number ZA398152

### **Introduction and communication**

We respect your privacy and are committed to protecting your personal information. We will only contact you in connection with your tenancy. We do not share or sell your data to 3rd parties.

### **How we collect your personal data**

We collect your personal data at the point you first interact with us or our letting agent This could be when you apply to rent from us via an agent or directly, if you telephone us or email us. This list is not exhaustive.

### **What information we collect**

We collect the information we need to service your relationship with us and to help you with your enquiry or ongoing tenancy



We will collect your name, job title (where appropriate) address, postcode, telephone number and e-mail address. We would never contact you by telephone unless it is to discuss your tenancy / sort a maintenance issue arrange a visit to the property etc.

### **How we use your personal information**

We use the data we collect only to discuss matters surrounding your tenancy. We do not SPAM and we do not sell or share your data with 3rd parties.

Under the General Data Protection Act we process your data on the following grounds:

- You gave us consent to do so
- It is necessary for our legitimate interest's i.e. to arrange a maintenance call
- It is necessary for us to perform a contract with you i.e. to discuss the tenancy with you

### **Opting Out**

You can opt out at any time and under GDPR you can request the following:

- Stop holding and processing your data, subject to legal requirements
- Correct any information that we hold
- Delete your data, subject to legitimate interest

### **Accessing the personal data we hold**

- Should you wish to stop receiving communications or access your personal data at any time please write to Cooper Homes (Letchworth) Limited, 29 Haymoor, Letchworth, Herts. SG6 4HS or email [trevor@cooperhomes.net](mailto:trevor@cooperhomes.net) with the subject heading **My Personal Data**

### **On-line Privacy**

Cooper Homes (Letchworth) Limited is committed to safeguarding the privacy of our website visitors. This privacy notice sets out the way we process your personal information on-line.

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

We do not collect data from our website. Its is purely for viewing only and has no sign up area, log in area etc.

## Cookie Policy

### How we use cookies

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We do not use or track cookies on this website and have no way of identifying you from your visits

### Google Analytics

We do not use Google Analytics in any way to monitor or understand how our website is being used.

### Links to other websites

Our website may contain links to enable you to visit other websites of interest easily. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement.

You should exercise caution and look at the privacy statement applicable to the website in question.

### Controlling your personal information

You may request details of personal information which we hold about you under the Data Protection Act 1998 (DPA) and when it takes effect on 25th May 2018, the General Data Protection Act (GDPR). If you would like a copy of the information held on you please write to Data Protection Officer, Cooper Homes (Letchworth) Limited, 29 Haymoor, Letchworth, Herts. SG6 4HS, or email us [trevor@cooperhomes.net](mailto:trevor@cooperhomes.net) with the subject heading My Personal Data

If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible, at the above address. We will promptly correct any information found to be incorrect.