

BNR Lettings and Sales Privacy Notice

The following privacy notice provides information on how BNR Lettings and Sales and any of its subsidiaries, or representative and any 3rd party providers collect, use, secure, transfer and share your information.

BNR Property Services Limited is a leading company providing several services including lettings, sales, block management, maintenance and repairs, and man and a van service.

Registered Address:

9 Brook Street
Wymeswold
Loughborough
Leicestershire
LE12 6TT

A brief over view on our services:

Lettings	Providing both private rentals for Residential furnished or unfurnished houses to Houses of Multiple Occupants
Sales	Private sales of houses leasehold or freehold and commercial properties

1. Type of Information Collected:

- Copies to be provided

Full Name	Title	DOB	Address
Previous Names	Landlord Details	Employment Details	Previous Addresses
Residential Status	Number of Dependants	*Right to live in the UK	Name of Dependants
Gender	*Bank Statement	*Credit Card Bills	*Proof of Address
*Photo ID	*Payslips	*Self-employment proof of accounts	*Mortgage Details
Personal Debt details	Insurance Details	Phone Numbers	Email Addresses
Forwarding Address Details	Solicitor Details	Estate Agent Details	Bank Account Details
Marital Status	IP Address	Cookies	Salary
Service Address	Invoice Address	Company Name	

2. Methods of Collection:

BNR Lettings and Sales collects information as required for the services sought after and being provided from the above range from:

- Yourself
- Landlords
- Next of Kin
- Spouse/Partner/Family Member
- Business Associates
- Employer
- Referencing Agent
- Trusted sources including:
 - Government / Land / Police registers
 - Credit / Default Agencies
 - Financial Institutes (Banks, Building Societies, Loan Agencies, Credit Card companies)
 - Insurance Companies
 - Law firms
 - through consent to third parties disclosing information about you to us that they have collected

Such information will generally be collected directly via the use of website submission forms, email, or through a telephone conversation with you.

Additionally, you may choose to submit information to BNR Lettings and Sales through:

- Social Media
- In connection with an actual or proposed business proposal.

We, our service providers collect certain information by using automated means, such as cookies and web beacons, when you interact with our advertisements, or visit our websites, pages or other digital assets. The information we collect in this manner may include: IP address, browser type, operating system, referring URLs and information on actions taken or interaction with our digital assets.

We may use third-party web analytics services on our websites. The analytics providers that administer these services use technologies such as cookies and web beacons to help us analyse how visitors use our websites.

"Your Rights and Choices" section of this Privacy Notice specifies your ability, to opt out or limit the usage of the information collected.

3. Purposes of Collection

We will collect, use and hold your information for the sole purposes of:

- Assessing applications for services provided through lettings.
- Conduction business services requested.
- Processing payments transactions including: Accounting, Authorisation, Clearing, Chargebacks, Auditing, Invoicing, Quotes, Reconciliation, Collection, Complaints, Enquiries, Credit Checks and related dispute resolution activities.
- Protect against and prevent fraud, unauthorised transactions, money laundering, tax evasion, claims, other liabilities and manage risk exposure and agent /franchise quality, integrity, compliance and security of business processes.
- Create customer accounts.
- Communicate with you for appointments, invoicing, quotes and tenancy agreements.
- Monitor and improve our services provided.

4. Lawful basis of Processing

BNR Lettings and Sales processes your information under the following

- Performance of a contract: where you enter into a contract with BNR Property Services and we need to process your information as part of this contract.
- Legitimate interests: some information is processed by BNR Property Services as part of its legitimate interests which include: Fraud, risk assessment, network and information security, and managing properties, monitoring, web analytics, cloud storage, acquisitions, updating customer details, lettings, sales, financial services and other core products and service provided by ourselves.
- Public interest: some information is processed in accordance public interest such as Forwarding addresses.
- Consent: where we process information under consent we will seek your clear and unambiguous consent prior to processing your data.

5. Information we share

Always be assured at BNR Lettings and Sales we will never sell your personal data. All details held for you is securely kept out of the public eye and is stored securely. When the data is no longer required it will be disposed of confidentially and securely by the team.

While we have your data, it will only be used when necessary and within government legislation and will not be used inappropriately.

We share the information we collect with, but not limited to:

- Landlords and landlord associates and sub processors
- Vetted affiliates and partners / Financial Institutions / Insurance Companies for business facilitation to provide required services, insurance cover etc.
- Formally contracted service providers to perform services on our behalf:
- Councils
- Law firms
- Credit agencies, Land Registry Office, Her Majesty's Revenue and Customs (HMRC), Financial Conduct Authority (FCA) and other relevant regulatory bodies
- Additionally, we may share information about you, if required legally, to prevent harm or financial / reputation loss, for investigation of suspected or actual fraudulent or illegal activities.

On websites, features can be accessed where we partner with other entities that are not affiliated with BNR Lettings and Sales. These include social networking etc. are

operated by third parties not associated with ourselves who may use or share personal information in accordance with their own privacy policies. It is recommended that you review the third parties' privacy policies if you use the relevant features.

We reserve the right at BNR Lettings and Sales to transfer your details in the event of the company sale to continue the services provided to you the customer.

6. How long we retain your information

We will keep your information as long as deemed necessary to complete customer needs. After last contact your details will be archived or disposed of confidentially after 6 years but BNR Lettings and Sales reserve the right to keep this information indefinitely if required.

7. International Data Transfers

We do not transfer data collected to other countries other than the country it is collected due to not having the same data collection laws in place.

8. Your Rights and Choices

Your rights regarding the sensitive and personal information we maintain about you enable you to exercise choices about what personal information we collect from you, how we use that information, and how we communicate with you.

For any requests or queries regarding this information please get in touch.

9. Access and Correction

You may have the right to:

- Obtain confirmation that we hold personal information about you.
- Request access to and receive information about the personal information we maintain about you.
- Receive copies of the personal information we maintain about you.

The right to access personal information may be limited in some circumstances by local law requirements.

To exercise these rights, please contact us directly.

10. Update and Correct Errors of your Personal Information

If you feel that the information we hold about you is incorrect or inaccurate you can contact us outlining the information you feel is incorrect or inaccurate.

11. Object to the processing of your personal information

If you would like to object to any processing of your information by BNR Property Services, you can contact us outlining what processing of information you would like to object to.

12. Have the information blocked, anonymised or deleted

If you would like BNR Lettings and Sales to delete, block or anonymise information we hold about you, you can contact us outlining what information you would like deleted, blocked or anonymised.

13. Opting out of Processing

You can opt out collection of personal information by automated means e.g. when visiting our website or visit third-party websites by using the Cookie Consent tool displayed on the website (the browser you use may provide options on how to opt out of receiving certain types of cookies). However, without cookies you may not be able to use all the website features or online services

14. Withdrawal of Consent

If we obtain your information by consent you have the right to withdraw any consent you previously provided to us. If we process your information under legitimate interest you can object at any time on legitimate grounds, to the processing of your personal information.

BNR Property Services we will apply your preferences going forward. Doing so will mean that you cannot take advantage of certain services required.

The right to consent removal may be limited in some circumstances by local law requirements and you will be informed appropriately.

15. Contact us, complaints and Feedback

Please put all in writing to:

BNR Lettings and Sales
9 Brook Street
Wymeswold
Loughborough
Leicestershire
LE12 6TT

To assist us in responding to your request, please give full details of the issue. We attempt to review and respond to all complaints within a reasonable time.

If we cannot for lawful reasons complete your request, we will explain this to you the reasoning why.

16. How we protect your Personal Data

The security of your personal information is very important to BNR Lettings and Sales and we are committed to protecting the information we collect. We maintain administrative, technical and physical safeguards designed to protect the personal information you provide, or we collect against accidental, unlawful or unauthorised destruction, loss, alteration, access, disclosure or use.

We use SSL encryption on our websites from which we transfer certain personal information.

BNR Property Services stores personal information only for as long as it is necessary for the fulfilment of the purpose for which the personal information was collected, unless otherwise required or authorised by applicable law. We take measures to destroy or permanently de-identify personal information if required by law or if the personal information is no longer required for the purpose for which we collected it.

17. Updating the Privacy Notice

We will update this statement as required so we suggest that you review this statement at regular intervals. Where we undergo substantial changes to our privacy statement we will endeavour to inform you directly about these changes.