

Privacy policy

Introduction

Welcome to SLS Residential. We are committed to protecting and respecting your privacy. This Privacy Policy outlines how we collect, use, and safeguard your personal information in compliance with UK law.

1. Information We Collect

1.1 Personal Data

We may collect, store, and use the following types of personal information:

Name

Contact information (email address, phone number, postal address)

Identification documents (e.g., passport, driver's licence)

Financial information (bank details, credit history)

Property-related information (property ownership, tenancy agreements)

Correspondence records (emails, letters, phone calls)

1.2 Usage Data

We may collect information about your interactions with our website, including IP address, browser type, and pages visited.

2. How We Use Your Information

2.1 Service Provision

To provide estate agency services, including renting and managing properties.

To process transactions and send relevant updates and communications.

To conduct due diligence and credit checks.

2.2 Marketing

To send you promotional materials and newsletters, with your consent.

2.3 Legal Compliance

To comply with legal obligations and regulatory requirements.

3. Legal Basis for Processing

We process your personal data based on:

Your consent (for marketing communications)

Performance of a contract (for service provision)

Legal obligations (for regulatory compliance)

Legitimate interests (for business operations and fraud prevention)

4. Data Sharing and Disclosure

We may share your information with:

Service providers and subcontractors (e.g., IT services, marketing agencies)

Legal and regulatory authorities

Financial institutions

5. Data Security

We implement appropriate technical and organisational measures to protect your personal data against unauthorised access, loss, or misuse.

6. Data Retention

We retain your personal data for as long as necessary to fulfil the purposes outlined in this policy or as required by law.

7. Your Rights

Under UK data protection law, you have the right to:

Access your personal data

Rectify inaccurate or incomplete data

Erase your personal data (right to be forgotten)

Restrict processing

Data portability

Object to processing

Withdraw consent at any time (for marketing communications)

To exercise these rights, please contact us at [Insert Contact Information].

9. Cookies

Our website uses cookies to enhance user experience and analyse site traffic. For detailed information, please refer to our Cookie Policy.

10. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. Any changes will be posted on our website, and where appropriate, notified to you by email.

11. Contact Us

If you have any questions or concerns about this Privacy Policy or our data practices, please contact us at:

SLS Residential

Email: hello@slsresidential.co.uk

Phone: 01865 638 634

This Privacy Policy is effective as of 22/05/2024.

