

Privacy Policy

Unique Property Services Ltd are committed to ensuring that your privacy is protected. This privacy policy sets out how Unique Property Services Ltd uses and protects any information that you provide us.

Unique Property Services Ltd may change or update this policy from time to time, you should check this page to ensure that you are happy with any changes made.

How we use your information provided

The information that you provide us is used to assist us in achieving the purpose for which you provided for, this includes, selling, buying, letting and renting of property and associated services of providing legal services such as conveyancing, mortgages and our lettings management service, which would be relevant and necessary to your needs

Information that we collect

Vendors:

Name, Address, Post Code, Phone Numbers, Email, Proof of Address, Photo Identification, Solicitor Details

Buyers:

Name, Address, Post Code, Phone Numbers, Email, Proof of Address, Photo Identification, Price Range, Property Criteria, Mortgage Broker Details, Mortgage Agreement In principle, Proof of Funds, Solicitor details

Landlords:

Name, Address, Post Code, Phone Numbers, Email, Proof of Address, Photo Identification, Property Address to Let, Bank Details, Proof of Ownership, Building Insurance.

Tenants:

Name, Address, Post Code, Phone Numbers, Email, Proof of Address, Photo Identification, Job Details, Financial Details, Landlord Details, Bank Details.

Contractual

This is for all contracts that our customers enter into with Unique Property Services Ltd and forms of marketing agreements, vendors, buyers, landlords, tenants and tenancy agreements.

Below are examples of where it would be necessary to process or share information to perform a contract:

Advertising properties for sale or let and introducing buyers or tenants, using your contact details to arrange viewings and negotiate offers, negotiating sales and tenancies to a successful conclusion, Referencing tenants and Right to Rent checks with Homelet, property management providers such as providing contractors your contact details to carry out any work needed, Mortgage Brokers, Conveyancing, processing selected insurance products, Accounting, Software providers as necessary to support our business.

We may also use your information for market purposes, contacting you by email, phone, fax or post.

Legal obligations

We may be asked to provide your data to assist in government department investigations such as: HMRC, Police and Local Authorities. We will always check to ensure that such requests are legitimate and have relevant Data Protection exemptions before sharing information.

Consent

We may use your data that you provided for any or all of the following:

Provide you with information, products and services that you have requested from us, to contact you in order to carry out your instructions, help you with information, products and services relevant to your property needs and interest, such as mortgages, conveyancing and lettings management, provide out of hours support and phone service, website live chat, process payments and transactions, notify you about any changes to our services.

Information we use is limited to the information that you have provided us.

Security

We are committed to ensuring that your information is secure. Electronic data is securely held and protected by anti-virus software and firewalls, desktop and laptop computers are password protected, no personal data is held on ipads or mobile telephones

We will securely retain all paper files containing your data in cabinets which will be lock when unattended

As with any company, we are unable to provide absolute guarantees due to the ever-increasing sophistication of criminal activity. However, we will do everything reasonably possible to ensure that your data is protected.

Third parties

We will never sell your data to any third party.

How long is your information stored

We only keep your data for as long as is necessary to provide you with the services requested until your property needs are met and to comply with our regulatory requirements, this will vary according to the extent of your relationship with us or if you have requested for us to delete your information provided.

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 use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

How to contact us with any concerns

If you have any queries with this Privacy Policy or our use of data, you can contact us directly via email info@unique-property-services.co.uk or telephone 020 8504 1771. The data controller is Lee Manley.

If we are unable to resolve your concerns, The Information Commissioners Office (ICO) monitor the General Data Protection Regulations 2018 can be contacted by email at <http://www.ico.org.uk> or by telephone on 030 123 1113

Code of Practice, Complaints and Statutory Rights

We are a member of the Property Ombudsman Scheme and comply with The Property Ombudsman Code of Practice Redress and complaints procedure details of which can be obtained from www.TPOS.co.uk

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