

The Ethical Housing Company Privacy Policy

Our Company, which includes The Ethical Housing Company and our sister Company The Ethical Lettings Agency CIC. This privacy policy will explain how our organisation uses the personal data we collect from you when you use our website.

Topics:

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- How do we collect your data?
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- Marketing
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What data do we collect?

Our Company collects the following data:

- Personal identification information (Name, email address, phone number, address etc.)

How do we collect your data?

You directly provide our Company with most of the data we collect. We collect data and process data when you:

- Register online
- Voluntarily complete a customer survey or provide feedback on any of our message boards or via email.

- Use or view our website via your browser's cookies.

How will we use your data?

Our Company collects your data so that we can:

- To be able to provide our services to you
- Email you with useful information on the property market and information on our services that we think will be of interest to you.

When the Ethical Housing Company purchases property from you, your data may be shared with other companies such as our solicitors and investors.

How do we store your data?

Our Company securely stores your data online and at 14 Queen Street, Redcar, TS10 1AE.

Our Company will keep your data for 8 years. Once this time period has expired, we will delete your data.

Marketing

Our Company would like to send you information about our services that we think you might like, as well as those of our sister company:

- The Ethical Lettings Agency

If you have agreed to receive marketing, you may always opt out at a later date. You have the right at any time to stop our Company from contacting you for marketing purposes or giving your data to other members of our Company.

If you no longer wish to be contacted for marketing purposes, please email louise.gilbey@ethicalhousing.co.uk.

What are your data protection rights?

Our Company would like to make sure you are fully aware of all of your data protection rights. Every user is entitled to the following:

The right to access – you have the right to request our Company for copies of your personal data.

The right to rectification – you have the right to request that our Company correct any information you

believe is inaccurate. You also have the right to request our Company to complete the information you believe is incomplete.

The right to erasure – you have the right to request that our Company erase your personal data, under certain conditions.

The right to restrict processing – you have the right to request that our Company restrict the processing of your personal data, under certain conditions.

The right to object to processing – you have the right to object to our Company’s processing of your personal data, under certain conditions.

The right to data portability – you have the right to request that our Company transfer the data that we have collected to another organization, or directly to you, under certain conditions.

If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please contact us at our email:

Call us at: 01642 484 845

Or write to us: 14 Queen Street, Redcar, TS10 1AE

Cookies

Cookies are text files placed on your computer to collect standard Internet log information and visitor behavior information. When you visit our websites, we may collect information from you automatically through cookies or similar technology

For further information, visit allaboutcookies.org.

How do we use cookies?

Our Company uses cookies in a range of ways to improve your experience on our website, including:

- Keeping you signed in
- Understanding how you use our website

What types of cookies do we use?

There are a number of different types of cookies, however, our website uses:

- **Functionality** – Our Company uses these cookies so that we recognize you on our website

and remember your previously selected preferences. These could include what language you prefer and location you are in. A mix of first-party and third-party cookies are used.

- Advertising – Our Company uses these cookies to collect information about your visit to our website, the content you viewed, the links you followed and information about your browser, device, and your IP address. Our Company sometimes shares some limited aspects of this data with third parties for advertising purposes. We may also share online data collected through cookies with our advertising partners. This means that when you visit another website, you may be shown advertising based on your browsing patterns on our website.

How to manage cookies

You can set your browser not to accept cookies, and the above website tells you how to remove cookies from your browser. However, in a few cases, some of our website features may not function as a result.

Privacy policies of other websites

The Our Company website contains links to other websites. Our privacy policy applies only to our website, so if you click on a link to another website, you should read their privacy policy.

Changes to our privacy policy

Our Company keeps its privacy policy under regular review and places any updates on this web page. This privacy policy was last updated on 20 April 2020.

How to contact us

If you have any questions about Our Company's privacy policy, the data we hold on you, or you would like to exercise one of your data protection rights, please do not hesitate to contact us.

Email us at: louise.gilbey@ethicalhousing.co.uk

Call us:01642 484845

Or write to us at:

How to contact the appropriate authority

Should you wish to report a complaint or if you feel that Our Company has not addressed your concern in a satisfactory manner, you may contact the Information Commissioner's Office: 0303 123 1113.

Updated: 05/05/20