



Privacy Policy

About Us

We run a number of companies, all of whose primary business is the rental of property to occupiers. We understand that your privacy is important to you and that you care about how your personal data is used. We respect and value the privacy of all our customers, this Privacy Policy document contains the type of information that is collected and recorded and how we use it.

Castle House Nottingham Limited

Limited Company registered in England under company number 13342042.

Registered address: Estate Office, Egginton Hall, Egginton, Derbyshire DE65 6HP

Trading address: Castle House, Friar Lane, Nottingham, NG1 6DH

VAT number: GB 401184052

Data Protection Officer: Hannah Ellis

Telephone number: 01283 734453

Address: Estate Office, Egginton Hall, Egginton, Derbyshire, DE65 6HP

If you have additional questions or require more information about our Privacy Policy, do not hesitate to contact us at enquiries@gainsboroughproperty.co.uk.

Consent

By using our website, you hereby consent to our Privacy Policy and agree to its terms.

What is Personal Data?

Personal data in simple terms is any information about you that enables you to be identified. Personal data covers obvious information such as your name and contact details, but it also covers less obvious information such as identification numbers, electronic location data, and other online identifiers.

Information we Collect

We may collect some or all of the following personal data (this may vary according to your relationship with us):

- Name
- Address
- Title
- Email address
- Telephone number
- Business name
- Job title
- Payment information
- Information about your preferences and interests
- Special dates

If you contact us directly, we may receive additional information about you such as your name, email address, phone number, the contents of the message and/or attachments you may send us, and any other information you may choose to provide.

How we use your information

We use the information we collect in various ways, including to:

- Supply our services to you.
- Provide, operate, and maintain our website.
- Improve, personalize, and expand our website.
- Communicate with you, including for customer service, to provide you with updates and other information relating to the website, and for marketing and promotional purposes.
- Send you emails.

With your permission and/or where permitted by law, we may also use your personal data for marketing purposes, which may include contacting you by email, telephone, text message or post with information, news, and offers on our products and services. You will not be sent any unlawful marketing or spam. We will always work to fully protect your rights and comply with our obligations under the GDPR and the Privacy and Electronic Communications (EC Directive) Regulations 2003, and you will always have the opportunity to opt-out.

We will not share any of your personal data with any third parties for any purposes, subject to one important exception. In some limited circumstances, we may be legally required to share certain personal data, which might include yours, if we are involved in legal proceedings or complying with legal obligations, a court order, or the instructions of a government authority.

Storage of Data

We will only store or transfer your personal data in the UK. This means that it will be fully protected under the GDPR.

We share your data within the group of companies of which we are a part.

The security of your personal data is essential to us, and to protect your data, we take a number of important measures, including the following:

- All data kept on our online systems is protected by a third party under GDPR regulations.
- All data kept in our offices is locked securely.
- Data is only kept on individual devices that are protected by passcodes.
- All individual documents containing personal data are password protected.

GDPR Data Protection Rights

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

- The right to access – You have the right to request copies of your personal data in writing There is no charge for this service.
- The right to rectification – You have the right to request that we correct any information you believe is inaccurate. You also have the right to request that we complete the information you believe is incomplete.

- The right to be forgotten – You have the right to request that we erase your personal data, under certain conditions.
- The right to restrict processing – You have the right to request that we restrict the processing of your personal data, under certain conditions.
- The right to object to processing – You have the right to object to our processing of your personal data, under certain conditions.
- The right to data portability – You have the right to request that we 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.

Further information about your rights can also be obtained from the Information Commissioner's Office or your local Citizens Advice Bureau.

If you have any cause for complaint about our use of your personal data, you have the right to lodge a complaint with the Information Commissioner's Office.

Cookies

Like any other website, we use 'cookies'. These cookies are used to store information including visitors' preferences, and the pages on the website that the visitor accessed or visited. The information is used to optimize the users' experience by customizing our web page content based on visitors' browser type and/or other information.

Third Party Privacy Policies

Our Privacy Policy does not apply to any other websites or advertisers.

Children's Information

Another part of our priority is adding protection for children while using the internet. We encourage parents and guardians to observe, participate in, and/or monitor and guide their online activity.

We never knowingly collect any Personal Identifiable Information from children under the age of 13. If you think that your child provided this kind of information on our website, we strongly encourage you to contact us immediately and we will do our best efforts to promptly remove such information from our records.

Changes to this Privacy Notice

We may change this Privacy Notice from time to time. This may be necessary, for example, if the law changes, or if we change our business in a way that affects personal data protection.

Any changes will be made available on our website or by requesting an up-to-date copy of this Policy from our office by emailing enquiries@gainsboroughproperty.co.uk.