

Privacy Policy

This privacy policy applies between you the Client, and J&P Properties (North Essex) Limited Trading as Rollo Estates, the provider of sales and lettings services. Rollo Estates takes the privacy of your information very seriously. This privacy policy applies to our use of any and all Data collected by us or provided by you in relation to your use of our services.

This privacy policy should be read alongside, and in addition to, our Terms and Conditions, which can be found at: <http://rolloestates.co.uk/about-us/terms.php#3>

Please read this privacy policy carefully.

Definitions and interpretation

1. In this privacy policy, the following definitions are used:

Data	collectively all information that you submit to Rollo Estates. This definition incorporates, where applicable, the definitions provided in the Data Protection Laws;
Data Protection Laws	any applicable law relating to the processing of personal Data, including but not limited to the Directive 96/46/EC (Data Protection Directive) or the GDPR, and any national implementing laws, regulations and secondary legislation, for as long as the GDPR is effective in the UK;
GDPR	the General Data Protection Regulation (EU) 2016/679;
J&P Properties (North Essex) Limited Trading as Rollo Estates, or us	Rollo Estates, a company incorporated in England and Wales with registered number 10501668 whose registered office is at 61 High Street, Wivenhoe, Colchester, Essex CO7 9AZ;
Users	any third party who is not either (i) employed by Rollo Estates and acting in the course of their employment or (ii) engaged as a consultant or otherwise providing services to Rollo Estates in connection with the provision of such services;

2. In this privacy policy, unless the context requires a different interpretation:

- a. the singular includes the plural and vice versa;
- b. references to sub-clauses, clauses, schedules or appendices are to sub-clauses, clauses,

- schedules or appendices of this privacy policy;
- c. a reference to a person includes firms, companies, government entities, trusts and partnerships;
- d. "including" is understood to mean "including without limitation";
- e. reference to any statutory provision includes any modification or amendment of it;
- f. the headings and sub-headings do not form part of this privacy policy.

Scope of this privacy policy

3. This privacy policy applies only to the actions of Rollo Estates and Users with respect to services provided by us.
4. For purposes of the applicable Data Protection Laws, Rollo Estates is the "data controller". This means that Rollo Estates determines the purposes for which, and the manner in which, your Data is processed.

Data collected

5. We may collect the following Data, which includes personal Data, from you:
 - a. name;
 - b. date of birth;
 - c. gender;
 - d. job title;
 - e. profession;
 - f. contact Information such as email addresses and telephone numbers;
 - g. demographic information such as address with postcode;
 - h. financial information such as bank account, credit history, debts, CCJs;

in each case, in accordance with this privacy policy.

How we collect Data

6. We collect Data in the following ways:
 - a. data is given to us by you;
 - b. data is received from other sources.

Data that is given to us by you

7. Rollo Estates will collect your Data in a number of ways, for example:
 - a. when you contact us by telephone, post, e-mail or through any other means;

- b. when you use our services;

in each case, in accordance with this privacy policy.

Data that is received from third parties

8. Rollo Estates will receive Data about you from the following third parties:

- a. Rennt4Sure;
- b. Previous or Current Landlords;
- c. Previous or Current Employers;
- d. Guarantors
- e. Other Professionals

in each case, in accordance with this privacy policy.

Our use of Data

9. Any or all of the above Data may be required by us from time to time in order to provide you with the best possible service. Specifically, Data may be used by us for the following reasons:

- a. to process an application to rent a property
- b. to process the sale of a property
- c. to comply with legal requirements
- d. for internal record keeping;
- e. for provision to Companies/Organisations such as Utilities, Council Tax; etc

in each case, in accordance with this privacy policy.

10. We may use your Data for the above purposes if we deem it necessary to do so for our legitimate interests. If you are not satisfied with this, you have the right to object in certain circumstances (see the section headed "Your rights" below).

Who we share Data with

11. We may share your Data with the following groups of people for the following reasons:

- a. your information will be shared with third party suppliers who undertake credit, financial and personal checks on our behalf in the course of our duties as a lettings and estate agent
- b. guarantors, contractors, software providers, tenancy deposit schemes, landlords, local council, utility companies, solicitors, debt collection agencies, vendors, purchasers.

in each case, in accordance with this privacy policy.

Keeping Data secure

12. We will use technical and organisational measures to safeguard your Data, for example:
 - a. Use of a database that is password protected and only accessed by employees of Rollo Estates
 - b. we store your Data on secure servers.
13. If you suspect any misuse or loss or unauthorised access to your Data, please let us know immediately by contacting us via this e-mail address: enquiry@rolloestates.co.uk.

Data retention

14. Unless a longer retention period is required or permitted by law, we will only hold your Data on our systems for the period necessary to fulfil the purposes outlined in this privacy policy or until you request that the Data be deleted.
15. Even if we delete your Data, it may persist on backup or archival media for legal, tax or regulatory purposes.

Your rights

16. You have the following rights in relation to your Data:
 - a. **Right to access** - the right to request (i) copies of the information we hold about you at any time, or (ii) that we modify, update or delete such information. If we provide you with access to the information we hold about you, we will not charge you for this, unless your request is "manifestly unfounded or excessive." Where we are legally permitted to do so, we may refuse your request. If we refuse your request, we will tell you the reasons why.
 - b. **Right to correct** - the right to have your Data rectified if it is inaccurate or incomplete.
 - c. **Right to erase** - the right to request that we delete or remove your Data from our systems.
 - d. **Right to restrict our use of your Data** - the right to "block" us from using your Data or limit the way in which we can use it.
 - e. **Right to data portability** - the right to request that we move, copy or transfer your Data.
 - f. **Right to object** - the right to object to our use of your Data including where we use it for our legitimate interests.
17. To make enquiries, exercise any of your rights set out above, or withdraw your consent to the processing of your Data (where consent is our legal basis for processing your Data), please contact us via this e-mail address: enquiry@rolloestates.co.uk.
18. If you are not satisfied with the way a complaint you make in relation to your Data is handled by us, you may be able to refer your complaint to the relevant data protection authority. For the UK, this is the Information Commissioner's Office (ICO). The ICO's contact details can be found on their website at <https://ico.org.uk/>.
19. It is important that the Data we hold about you is accurate and current. Please keep us informed if your Data changes during the period for which we hold it.

Changes of business ownership and control

20. Rollo Estates may, from time to time, expand or reduce our business and this may involve the sale and/or the transfer of control of all or part of Rollo Estates. Data provided by Users will, where it is relevant to any part of our business so transferred, be transferred along with that part and the new owner or newly controlling party will, under the terms of this privacy policy, be permitted to use the Data for the purposes for which it was originally supplied to us.
21. We may also disclose Data to a prospective purchaser of our business or any part of it.
22. In the above instances, we will take steps with the aim of ensuring your privacy is protected.

General

23. You may not transfer any of your rights under this privacy policy to any other person. We may transfer our rights under this privacy policy where we reasonably believe your rights will not be affected.
24. If any court or competent authority finds that any provision of this privacy policy (or part of any provision) is invalid, illegal or unenforceable, that provision or part-provision will, to the extent required, be deemed to be deleted, and the validity and enforceability of the other provisions of this privacy policy will not be affected.
25. Unless otherwise agreed, no delay, act or omission by a party in exercising any right or remedy will be deemed a waiver of that, or any other, right or remedy.
26. This Agreement will be governed by and interpreted according to the law of England and Wales. All disputes arising under the Agreement will be subject to the exclusive jurisdiction of the English and Welsh courts.

Changes to this privacy policy

27. Rollo Estates reserves the right to change this privacy policy as we may deem necessary from time to time or as may be required by law. Any changes will be immediately posted on the Website and you are deemed to have accepted the terms of the privacy policy on your first use of the Website following the alterations.

You may contact Rollo Estates by email at enquiry@rolloestates.co.uk.

Attribution

28. This privacy policy was created using a document from Rocket Lawyer (<https://www.rocketlawyer.co.uk>).

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