

Privacy Policy

Introduction

This Privacy Policy explains how we use the personal information you have provided to us, how you can instruct us if you prefer to limit the use of that information and the procedures that we have in place to safeguard your privacy. "We" or "Lisco Property" applies to the following company: Lisco Property Limited.

Lisco Property Limited is committed to ensuring that your privacy is protected in accordance with the law, and all personal information shall be held and used in accordance with the Data Protection Act 1998 and GDPR which came into force on the 25th May 2018. Further details of which are available from the Information Commissioner's website www.ico.gov.uk
Lisco Property Limited is registered as Data Controller of your Information, Registration Number ZB495521

We have updated our privacy policy to explain how we collect and uses your data. It also explains why we collect this data and who we share it with. It also details how you can control how we manage your data and how we protect your rights and interests as a data subject. This updated policy comes into effect from January 2023.

The information we collect and how we use it

When you enquire or register for products and services provided by Lisco Property you will provide us with certain personal information. This information may be provided online through our websites, by telephone, by electronic communications or via direct contact with our employees. This information will be stored on our computer systems and in our manual records.
The information that you provide will allow us to process your registration, confirm your identity and communicate with you to provide relevant products and services to suit your needs. The relevant information is then used by us, our agents and sub-contractors to communicate with you on any relevant matter relating to your relationship with us. Any calls that you make to our customer teams may be recorded for the purposes of our business management, training and security.
To ensure that we provide you with the best service possible we will need to collect and retain certain personal data. The data will be collected and processed by members of our staff. How we source the data is identified below. We may source data from third parties or via third parties e.g. Credit and referencing company or identification checking companies.

What information we collect from you

We normally collect the following types of information from our clients initially for marketing purposes: Full name, current address, telephone numbers, email address timeframe for moving.

Also the reason for your contact with us and how we can help you, for example if you are looking to buy or rent, sell or let out a property or need any other service.

We may, during the course of your relationship with us, request additional information relevant to the provision of specific services. This information may be shared with third parties where they are involved in the delivery of products or services. In such instances all information provided to the third party will be subject to the terms of this privacy policy and those of the relevant third party privacy policy.

In order to comply with Money Laundering Regulations 2017, we will request personal data and documents from vendors and purchasers to confirm identity and address and, in the case of a purchase, will request evidence of funding and the source of any funds being used. The data collected for the purposes of MLR 2017 will be processed for the purposes of preventing money laundering and terrorist financing and will not be used for any other purpose without your express permission. If you are using the services provided by a company we refer you to we may pass your details to them for the purposes of preventing money laundering and terrorist financing.

Clients may also need to provide further information including income details, National insurance number, Bank details, current and/or previous landlord details, Identification documents

Whom we can collect this information from

We collect information from people enquiring about properties, tenants, guarantors, prospective landlords, current landlords, prospective buyers & sellers, contractors and other people and companies in connection with the housing transaction.

How we collect this information

Through being contacted by email, phone, website form and post. Also in person if we meet at a property.

Why we collect it

To inform you of suitable properties and offer allied services, to market your property for sale or rent, to process your application, to progress a sales offer, to verify identity and comply with Anti-Money Laundering Requirements, to arrange tenancies, to process payments and rent, to administer deposits, to resolve maintenance issues. Provide contractors with worksheets for maintenance

Who we share your information with

We do not sell your information to anyone, however we may need to share your information with the following based on the Lawful Basis of Processing (see later):

Landlords, utility companies, local authorities, contractors, tenancy deposit scheme, solicitors, insurance providers, referencing providers, The Home Office, CMR System providers. Where consent is given to our marketing partners.

How we store your information

We store this information on our digital/electronic database and when necessary paper files. Any information is stored on servers which are held in the EU, US and globally. Information will not be held longer than is legally necessary and will be securely deleted upon expiration.

How we protect your information

In line with the requirements of the Data Protection Act 1998 we follow strict security procedures to ensure that personal information is not damaged, destroyed or disclosed to a third party without your permission and to prevent unauthorised access to your information. The Information that we collect is stored in a secure facility with restricted physical access. We also use a number of security measures to prevent electronic access. Where information is shared with third parties in line with this policy similar security measures are used to protect your information.

The access to and use of the information that we collect is restricted to our employees who need the information to perform a specific job role or activity. Where information is shared with third parties in line with this policy similar security measures are used to protect your information.

We will retain your information for a reasonable period or for as long as is required by law.

The Internet is not a secure medium and as such you acknowledge and agree that Lisco Property shall not, to the fullest extent permitted by law, be liable to you for any unauthorised usage, interception, distribution, damage or destruction of personal data.

When communicating with Lisco Property by email you should ensure that you take all reasonable precautions to protect any sensitive personal data.

Online identifiers, IP addresses & cookie identifiers

Where you visit our website we may collect information about your computer, including where available your IP address, operating system and browser type, for system administration and to report aggregate information to our advertisers. This is statistical data about our users' browsing actions and patterns.

We may obtain information by using a cookie file which is stored on the hard drive of your computer. Cookies contain information that is transferred to your computer's hard drive. They help us to improve our site and to deliver a better and more personalised service. They enable us: To estimate our audience size and usage pattern, to store information about your preferences, and so allow us to customise our site according to your individual interests, to speed up your searches and to recognise you when you return to our site.

You may refuse to accept cookies by activating the setting on your browser which allows you to refuse the setting of cookies. However, if you select this setting you may be unable to access certain parts of our site. Unless you have adjusted your browser setting so that it will refuse cookies, our system will issue cookies when you log on to our site. You can find more information about cookies at www.allaboutcookies.org

This policy only applies to our site. If you leave our site via a link or otherwise, you will be subject to the privacy policy of that website provider. We have no control over that privacy policy or the terms of the website and you should check their privacy policy before continuing to access the site..

Your rights

You have a right of access to check your personal data to verify the lawful basis of processing. We are obliged to respond to an access request within 30 days and may not charge a fee unless the request is unfounded, excessive or repetitive. If a fee is charged it is to be a reasonable fee based upon the administrative cost of providing the information.

You have a right to rectification if the data we hold is either inaccurate or incomplete. If your data has been disclosed to third parties then we must inform them of the rectification, where possible. You have a right to erasure of your data when consent is our basis of processing (the right to be forgotten). You may request that your personal data be erased, for example, where there is no compelling reason for its continued processing or where you withdraw consent. We will comply with your request unless we have another basis of processing justifying our retaining the data (for example a legal requirement or the defence of a legal claim).

You have some rights to ask us to restrict processing i.e. to block or suppress processing where, for example, the data may be incorrect and whilst the accuracy is verified. We are permitted to store the data.

Your right to object

You do have a right to object to further processing of your personal data. We may be required to stop processing unless there is some other legitimate basis of processing such as a legitimate interest or a requirement for the exercise or defence of a legal claim.

Withdrawal of consent

To opt out of any automated emails click the unsubscribe link.

Where the lawful basis for processing is your consent, you may withdraw consent at any time by writing to Lisco Property Limited, Friars House, Manor House Drive, Coventry, CV1 2TE or to email@lisco.co.uk

How to contact us

Email to email@lisco.co.uk

Writing Lisco Property Limited, Friars House, Manor House Drive, Coventry, CV1 2TE

How to lodge a complaint with the supervisory authority

The supervisory authority responsible for data protection is the Information Commissioners Office (ICO) to whom concerns may be reported by phone on 0303 123 1113 or +44 1625 545 745 if calling from outside the UK, by email using the form on the website ico.org.uk