



Privacy Policy

Who are we?

Flying Keys is a Residential Lettings and Property Management company, owned and managed by Gemma Atkinson.

Throughout this document "we/our" relates to Flying Keys and "you/your" relates to our customers.

Introduction

We believe it is important to respect the privacy of individuals and to be transparent around the data we collect and why. This Privacy Policy explains our approach to the collection, protection and the processes used in relation to your personal data.

Flying Keys is the 'Controller' of any personal information provided when using our services. We will process your personal information in accordance with all applicable laws, including the General Data Protection Regulation (GDPR) (EU) 2016/679.

What data do we collect?

We collect your Personal Identification information, including name, address, date of birth, telephone number etc; information that can identify you as an individual.

How do we collect your data?

You directly provide us with most of the data we collect. We collect personal data from;

- Application and request forms
- E-mails, post and fax correspondence with us
- Telephone exchanges
- In-person contact
- Contact during events
- Information we receive via the internet, including social media and the website contact form.

How do we use / process the data?

We will use the information you give us or that we collect for the original purpose for which it was collected.

We will use your data to;



- Maintain relevant contact with you
- Arrange viewings/valuations
- Keep your records up to date
- Update our mailing list
- Share with third parties (including where sharing of information is required by law)
- Continue to provide a service to you as either a potential tenant, tenant, landlord etc
- To carry out our obligations arising from any contracts entered in to by you
- To seek your comments on the services we have provided
- To notify you of any changes to our services
- To send you communications which you have requested or that may be of interest to you
- For administrative and business purposes
- In connection with our legal rights and obligations

How do we store your data?

We will ensure that your personal information is held securely.

Some of your 'non-sensitive' details (such as your email address) may be transmitted over the internet and this can never be guaranteed to be 100% secure.

We review our retention periods for personal information regularly. We will hold your personal information on our systems for as long as is necessary, in relation to the process for which the information is required.

Who will have access to your personal data?

We may share your data with third parties and data processors to enable them to perform specific tasks (for example, a contractor completing a Gas Safety check of the property you are renting). We may outsource some of the services completed by that of a Lettings Agency or Property Manager, this will be to reputable third parties on a need-to-know basis. We take reasonable measures to protect your information against misuse.

What are your data protection rights?

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

The right to rectification – You have the right to request that we correct any information that you believe to be inaccurate. You also have the right to request that we complete any information that you believe to be incomplete.



The right to erasure – 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 us processing 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 organisation, or directly to you, under certain conditions.

Privacy Policies of other websites

Our website may contain links to other websites which we do not own, but this Privacy Policy only applies to our website. We cannot be responsible for the privacy policies and practices of other websites, even if you access them using links from our website.

Changes to our Privacy Policy

We keep our Privacy Policy under regular review. This Privacy Policy was last updated in April 2021.

How to contact us

If you have any questions about our Privacy Policy, the data we hold on you, would like to exercise one of your data protection rights or wish to make a complaint, please do not hesitate to contact us:

Email us at; gemma@flying-keys.co.uk

Telephone us on; 07737961711 / 01400 675 175

Write to us at; Flying Keys, Mayden House, Long Bennington Business Park, Main Road, Long Bennington, Newark, Nottinghamshire, NG23 5DJ

How to contact the appropriate authority

Should you wish to report a complaint or if you feel that we have not addressed your concern in a satisfactory manner, you may contact the Information Commissioners Office:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

www.ico.org.uk