

# Privacy Policy

We are committed to protecting and respecting your personal information and privacy.

This Policy explains when and why we collect personal information about you, we may change this Policy from time to time.

Any questions regarding this Policy and our privacy practices should be sent by email to [info@cityends.com](mailto:info@cityends.com) or by writing to Cityends Ltd, 1620 Coventry Road, Birmingham, B26 1AL.

## Who are we?

We are Belvoir Property Management (UK) Ltd, a company registered in England with company number 03141281.

## How do we collect information from you?

We obtain information about you when you use our website, when you provide it to us or occasionally, from third parties.

## What type of information do we collect?

The personal information we collect might include your name, address, email address and information regarding what web pages, if any, you access and other personal information.

## How is your information used?

We may use your information:

- to carry out your and our obligations arising from any contracts entered into by you or us or which it is contemplated will be entered into;
- to seek your comments on the services we have provided;
- to notify you of changes to our services;
- to send you communications which you have requested or that may be of interest to you;
- to process a job application
- for administrative and business purposes;
- for advertising and analytical purposes;
- in connection with our legal rights and obligations;
- for certain additional purposes but only with your consent.

We review our retention periods for personal information on a regular basis. We will hold your personal information on our systems only for so long as is necessary for the relevant activity, or as long as is set out in any relevant contract with you.

## Who has access to your information?

We will not sell or provide your information to third parties other than to information processors with whom we have entered into written contracts which require the information processors to comply in all respects with the requirements of this Privacy Policy and all legal requirements relating to information privacy.

## You can choose

You have a choice about whether or not you wish to receive information from us. If you want to receive communications from us, then you should tick the relevant boxes on the form on which we collect your personal information.

## Your rights

You have the right to:

- access your personal information and to be informed about its use by us and/or our franchisees;
- correct your personal information;
- have your personal information deleted;
- restrict the use of your personal information;
- object to the use of your personal information;
- complain to the Information Commissioner's Office;
- withdraw your consent to the use of your personal information;
- ask for the personal information to be transferred

## Accessing your information

The accuracy of your information is important. If the personal information you have provided to us changes, if you change email address, or any of the other information we hold, please email us at [info@cityends.com](mailto:info@cityends.com) or by writing to Cityends Ltd, 1620 Coventry Road, Birmingham, B26 1AL.

## Security Measures

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.

## Other websites

Our websites 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 sites whether or not you access them using links from our websites.

## Transferring your information outside of the EU

The information which you provide to us may be transferred to countries outside the European Union ("EU") if any of our servers or our processors' servers are located in such a country. These countries may not have equivalent information protection laws to those within the EU. By submitting your personal information, you are agreeing to this transfer, storing or processing. If we transfer your information outside of the EU in this way, we will take steps to ensure that appropriate security measures are taken with the aim of ensuring that your privacy rights continue to be protected as outlined in this Policy.

## Telephone and website recording

We may record telephone calls. We may also use web site recording services which may record mouse clicks, mouse movements, page scrolling and any text keyed into website forms. The information collected does not include bank details or any sensitive personal information. Information collected in such a fashion is for our internal use only. The information collected is used to improve our website usability and is stored and used for aggregated and statistical reporting.

## Review of this policy

We keep this policy under regular review. This policy was last updated 25th May 2018.

## **Our premises**

We have CCTV cameras at our premises and in our car park.

## **UNDER 18?**

We are especially concerned with protecting the privacy of children/minors. If you are under the age of 18, you must obtain your parent/guardian's permission before providing any personal information. When providing personal information your parent/guardian should be with you to help you through this process.