

# Privacy notice

Littler and Associates (L&A) privacy notice provides information on how L&A and any 3rd party providers collect, use, secure, transfer and share your information.

Littler and Associates has its head office at

\*\*  
\*\*  
\*\*  
\*\*  
\*\*

L&A deals with major investors, developers and commercial businesses and collects data as follows:

## 1 Types of information collected.

Typically L&A collect:

1. Title	2. Area of your property requirement	3. Company website	4. Tenure details for property requirement
5. First Name	6. Company Address	7. Type of property you are looking for	8. Price band of property requirement
9. Middle Name	10. Personal Email	11. Landlord details	12. Surname
13. Employer Email	14. Tenant details	15. Residential Address	16. Personal Numbers
17. Lease details	18. Job Title	19. Department	20. Size of your property requirement

### 1.1 Methods of collection

In the general conduct of business, L&A collects information relevant to the services:

- Yourself
- The L&A Website
- through consent to third parties disclosing information about you to us that they have collected

Such information will generally be collected directly via the use of any of our standard forms, over the internet, via email, in our offices or through a telephone conversation with you. We may also collect personal information through our affiliates or suppliers.

"Your Rights and Choices" section of this Privacy Notice specifies your ability, to opt out or limit the usage of the information collected.

### 1.2 Purposes of collection

Generally, we will collect, use and hold your information for the purposes of:

- Assessing applications for and providing L&A services
- Conducting business, developing relationships with L&A
- **Process payments / transactions including: Accounting, Authorisation, Clearing, Chargebacks, Auditing, Billing, Reconciliation, Collection, Complaints, Enquiries, Credit Checks and related dispute resolution activities**

- Protect against and prevent fraud, unauthorised transactions, money laundering (please see below), tax evasion, claims, other liabilities and manage risk exposure and agent /franchise quality, integrity, compliance and security of business processes
- Compile business directories, including business contact information
- Operate, monitor, evaluate and improve our services, websites, other digital assets and business.
- Managing communications, assess effectiveness and optimisation of advertising
- Enforce L&A “Terms of Use”, other legal rights as may be required by applicable laws and regulations or requested by any judicial process or governmental agency having or claiming jurisdiction over L&A.
- Comply with industry standards and L&A policies
- In order to provide focussed marketing and information

## 1.3 Lawful basis of processing

L&A processes your information under the following

- Performance of a contract: where you enter into a contract with L&A and we need to process your information as part of this contract
- Legitimate interests: some information is processed by L&A as part of its legitimate interests which include: Fraud, risk assessment, due diligence, network and information security, suppressions and managing opting out of communications, profiling, direct marketing, monitoring, web analytics, cloud storage, acquisitions, updating customer details, lettings, sales, financial services and other core products and service provided by the data controller
- Public interest: some information is processed in accordance with public interest such as relocations
- Consent: where we process information under consent we will seek you clear and unambiguous consent prior to processing your data

## 2 Information we share

We do not sell or otherwise disclose personal information we collect about you, except as described in this Privacy Notice or as indicated via the consent process at the time the data is collected.

L&A reserve the right to transfer your information in the event of a sale or transfer (wholly or partially) of our business or assets, with reasonable efforts for the acquirer protect / use your information consistent with our Global Privacy Notice. You can exercise your rights to contact the acquiring entity with questions concerning the protection and processing of your information.

### 2.1 How long do we keep information for

We will keep information for a reasonable amount of time in order to perform the purposes listed above.

We only keep your information for as long as necessary. We generally keep personal information for 7 years after last contact with you. However, L&A reserves the right to keep information for longer if we feel that this is in the legitimate interests of L&A.

### 2.2 Profiling

For the purposes of business conduct, enhancement, identification of fraud, money laundering and other potential un-authorised activities, L&A engages profiling activities via direct use or anonymisation of sensitive personal information.

### 2.4 Your rights and choices

Your rights regarding the sensitive / personal information we maintain about you enable you to exercise choices about what personal information we collect from you, how we use that information, and how we communicate with you.

## **2.5 Access and correction**

You may have the right to:

- obtain confirmation that we hold personal information about you
- request access to and receive information about the personal information we maintain about you
- receive copies of the personal information we maintain about you

The right to access personal information may be limited in some circumstances by local law requirements.

To exercise these rights, please contact us as set forth below.

## **2.6 Update and correct inaccuracies in your personal information**

If you feel that the information we hold about you is incorrect or inaccurate you can contact us outlining the information you feel is incorrect or inaccurate

If we refuse to correct your personal information, we will provide you with a written notice that sets out the reasons for our refusal (unless it would be unreasonable to provide those reasons) and provide you with a statement regarding the mechanisms available to you to make a complaint. We will provide you with access to information we hold about you:

## **2.7 Object to the processing of your personal information**

If you would like to object to any processing of your information by L&A you can contact us outlining what processing of information you would like to object to.

## **2.8 Have the information blocked, anonymised or deleted.**

If you would like L&A to delete, block or anonymise information we hold about you, you can contact us outlining what information you would like deleted, blocked or anonymised.

To update your preferences, ask us to remove your information from our mailing lists or submit a request to access, update, correct or delete your personal information, please contact us as specified in the "How To Contact Us" section below.

## **2.9 Withdrawal of consent**

If we obtain your information by consent you have the right to withdraw any consent you previously provided to us.

If we process your information under legitimate interest you can object at any time on legitimate grounds, to the processing of your personal information.

L&A we will apply your preferences going forward. Doing so will mean that you cannot take advantage of certain L&A and affiliate products, services and promotions.

The right to consent removal may be limited in some circumstances by local law requirements and you will be informed appropriately.

You can exercise your right to prevent data processing by following the instructions on the pages where we collect your data or alternatively invoke the right to be forgotten by clicking the Unsubscribe: stop all email communications link listed on all our email communications.

On receipt of this request we will remove your personal data from our system and all email marketing will cease with immediate effect

# **3 How to Contact Us / Complaints and Feedback**

If you:

- make a complaint about a breach of your personal information, applicable privacy laws / principles or a concern about L&A privacy practices
- would like access and/or update information or preferences you provided to us: [please click here](#)

You also may e-mail us at:

tracy@littleranassociates.co.uk

Or write to us at:

\*\*

\*\*

\*\*

\*\*

If we fall short of your expectations in processing your personal information or you wish to make a complaint about our privacy practices, please contact us via the details in the "How To Contact Us" section below.

To assist us in responding to your request, please give full details of the issue. We attempt to review and respond to all complaints within a reasonable time.

If we cannot for lawful reasons complete your request we will explain this to you to the extent that we lawfully can.

### **3.1 How We Protect Personal Information**

The security of your personal information is very important and L&A is committed to protecting the information we collect. We maintain administrative, technical and physical safeguards designed to protect the personal information you provide or we collect against accidental, unlawful or unauthorised destruction, loss, alteration, access, disclosure or use.

L&A stores personal information only for as long as it is necessary for the fulfilment of the purpose for which the personal information was collected, unless otherwise required or authorised by applicable law. We take measures to destroy or permanently de-identify personal information if required by law or if the personal information is no longer required for the purpose for which we collected it.

## **4 Updating this privacy statement**

We will update this statement from time to time so we suggest that you review this statement at regular intervals. Where we undergo substantial changes to our privacy statement we will endeavour to inform you directly about these changes.

May 2018