



PRIVACY POLICY

Olympia Properties are committed to protecting and respecting your privacy. This privacy policy summarises our policy around what and how we store information and use it.

Information you give us:

When you provide us information about you by completing forms on our website or by corresponding with us by phone, email, tenancy applications at our office or otherwise. The information you give us may include (but is not limited to) your name, title, date of birth, address, email address, phone number or other contact information, financial details, and the records and contents of any correspondence and communications you have with us or any feedback which you leave us.

You acknowledge that the information which you provide to us may amount to sensitive personal data under the General Data Protection Regulation (GDPR) 2018 and you consent to that data being processed as set out in this Privacy Policy.

How we use your information

How we will use the information you give us:

- To contact you about a property that you may have expressed interest in or that may fill your desired requirements.
- For internal administration purposes.
- To carry out our obligations arising from any contracts entered into between you and us and to provide you with the information in doing so you may be contacted via telephone, email, SMS text or letter.*
- To notify you about changes to our service
- To provide landlord or agencies who may seek landlord references on you and up to 6 years as permitted under the UK law.

* Where you are a tenant and you contact us for repair work at your property, we allocate appropriate contractors / tradesman. In doing so we may exchange your contact number i.e. mobile/home telephone and your first and last name with them in the case where they need to contact you before arriving to carry out a repair.

We never have and never will sell your data to any marketing or sales companies.

Storage of information

We store our clients' data (tenants and landlords) in 2 different ways:

1. Hard copies in the office. Files are only accessible to internal staff members and authorities on request i.e. Police. For safety and security reasons our office premises is 24 hour CCTV protected.

2: Electronic:

a - Local Network Server. All data that we have on hard copies are scanned and stored onto the local server. The server is password protected via AES 256-bit encryption, one of the industry's highest levels of security preventing sensitive business data from unauthorised access and breach.

b - Cloud server. Every night from our local server, data is backed up on to our cloud server – Google, within the European Union. Google servers are renowned and deploys one of the highest levels of data security including being fully compliant with the GDPR (General Data Protection Regulation).

If you fail to provide personal data

Where we need to collect personal data by law, or under the terms of a contract we have with you and you fail to provide that data when requested, we may not be able to perform the contract we have or are trying to enter into with you (for example, to provide you with goods or services). In this case, we may have to cancel the goods or service you have with us but we will notify you if this is the case at the time.

Where we store your information

The information we collect from or about you is stored in hardcopies and electronic copies are stored in our office, in addition, daily electronic backup is made to Google cloud server.

Information collected via our website is safeguarded through GNB properties hosting. Olympia Properties will take reasonable steps to ensure that your data is treated securely and in accordance with the General Data Protection Regulation 2018.

Once we receive your information we will use strict procedures and security features to try and prevent unauthorised access. Unfortunately, the transmission of information via the internet is not completely 100% secure. Although we will do our best to protect your information, we cannot guarantee the security of information transmitted to our site. Any transmission is at your own risk and you agree that we will not be liable for any breach of security unless it has been proved that we have been negligent. We do not accept any responsibility for the protection of information or images provided to third party online sites that link to or from our website.

Your rights

For legal, regulatory and accounting purposes your information will be held for at least six years and thereafter for as long as reasonably necessary to fulfil the purposes of "How we use your information".

Access to Your Information

You have rights to the following information:

The purpose(s) Olympia Properties process your information;

The categories of personal information we hold regarding yourself;

The recipients or categories of recipient to whom the personal data is in respect to will be disclosed;

The period for which we will store your information; or the criteria used to determine that period;

Copies of the information we hold about you. You can ask us to send this to you or direct to a third party and in commonly used electronic form;

To amend or measure the way in which we are processing your information; or to object to us processing it;

Removal of your personal information provided it is no longer necessary for the purposes for which it was collected; or where there is no legal basis for Olympia Properties processing it.

Where we have collected information about you from sources other than yourself, information about those sources;

To ask us whether any decisions are being taken about you by automated means and if this is happening; information about the logic involved and any significant consequences on you;

You can exercise any of these rights at any time by writing to the:

Administrative Officer,
Olympia Properties,
13a Brick Lane,
London,
E1 6PU, UK.

Disclosure of your information

You agree that we have the right to share your personal information with:

Any member of our companies i.e. reference checks agencies (to facilitate tenant referencing and landlord protections) and utility registration, landlords, employers, financial institutions. The information for tenanted properties will also be forwarded to the relevant council and utility providers.