

Thomas Orr Ltd - Privacy Policy

This privacy policy will explain how our organisation uses the personal data we collect from you. Thomas Orr Ltd are committed to ensuring your privacy is protected, any information gathered when you use our website will be used in accordance with this privacy policy.

What data do we collect?

Our Company may collect the following data:

- Personal identification information (Name, address, email address, phone number, etc.).
- Copy of ID (Passport, Driving License, Birth certificate etc).
- Utility & rates bills.
- Copy of Employment and financial details (Human Resources References, employment contracts, bank & building society statements, salary slips, housing benefit, universal credit, rates rebate, PIP(DLA), child benefit, child tax credits, single farm payments etc).
- Landlord references (RE: Tenant's ability to pay rent on time, any arrears, do they keep the place tidy, would the Landlord rent to the Tenant again)
- Profile / usage data in relation to your account or website browsing.
- Customer satisfaction surveys / feedback.
- Site usage information using cookies.
- Property description (Ordinance survey maps, address, design drawings, planning permissions, building control certificates, measurements, floorplans, photographs, energy performance certificates, survey reports).

How do we collect your data?

You directly provide our Company with most of the data we collect. We collect data and process data via the following means:

- Registration online or when you avail of our services.
- Voluntarily completion of customer surveys or the provision of feedback.
- Use or view our website via your browser's cookies.
- Via telephone, email, or otherwise communicated with us.
- Third party public website sources such as Property News, PropertyPal, Thomas Orr Ltd & StopGapHomes.
- Voluntarily completion of Tenant & Guarantor application forms.
- Voluntarily information as listed above handed in or e-mailed with attachments or verbally given to the office.

How will we use your data?

Our Company collects your data so that we can:

- Manage your account in order to undertake services for you.
- Input the information provided into our Estate Agency Software called 'EDGE' which eventually uploads it to the following websites for online marketing purposes:- Thomas Orr Ltd, PropertyNews & PropertyPal.
- Input the information provided into StopGapHomes website for online marketing purposes.
- Production of brochures, wall & window cards for marketing purposes.
- Email, write to, or telephone you to conduct these undertakings.
- Email you with special offers on other products and services we think you might like.
- When you visit our website, a record of your visit will be made. This will be anonymous. This data can then be used to further improve our service.
- Past activity (Property comparables, viewings completed, offer history, purchases & lettings etc)

We may disclose your personal information with third party service providers such as, but not limited to, PropertyNews, PropertyPal, Photographers, Floor planners, Surveyors, Solicitors, EPC Surveyors, Financial Services Providers, Sign Board Providers and our partners in connection to the operation of our business. We take reasonable steps to ensure that in any transmission of personal information to third parties, they have appropriate measures in place to protect your personal information.

Security of data

Our company take all of our data security responsibilities seriously. We use the most appropriate electronic devices and applications, whilst engaging in procedures to manage the protection of your information, which are subject to regular review. Whilst we make every effort to protect your personal data, we cannot guarantee the protection of information transmitted via email. Any transmission to or from us containing personal data is at your own risk.

We retain your information and data for as long that it is necessary to fulfil our undertakings. Your data and information will be erased after a period of at least 6 years, but 'Edge' our estate agency software will keep house sales/rental Clients information indefinitely.

Marketing

Our Company would like to send you information about products and services of ours that we think you might like, as well as those of our partner companies.

- Stop Gap Homes – short term lettings concept currently under the banner of Thomas Orr Ltd
- Commercial (Retail & Industrial), Residential, Agricultural Farms and Land, Building Site properties for sale
- Commercial (Retail & industrial), Residential, Agricultural Farms and Land properties to Let
- Financial Services Advisers

If you have agreed to receive marketing, you may always opt out at a later date.

You have the right at any time to stop our Company from contacting you for marketing purposes or sharing your data with our third-party members.

If you no longer wish to be contacted for marketing purposes, please email us at info@thomasorr.co.uk

What are your data protection rights?

Our Company would like to make sure you are fully aware of all of your data protection rights. Every user is entitled to the following:

The right to access – You have the right to request our Company for copies of your personal data. We may charge you a small fee for this service.

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

The right to erasure – You have the right to request that our Company erase your personal data, under certain conditions.

The right to restrict processing – You have the right to request that our Company restrict the processing of your personal data, under certain conditions.

The right to object to processing – You have the right to object to our Company's processing of your personal data, under certain conditions.

The right to data portability – You have the right to request that our Company transfer the data that we have collected to another organisation, or directly to you, under certain conditions.

If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please contact us at our email:

Call us at: 028 9181 2686

Or email us: info@thomasorr.so.uk

Cookies

Cookies are text files placed on your computer to collect standard Internet log information and visitor behaviour information. When you visit our websites, we may collect information from you automatically through cookies or similar technology.

For further information, visit allaboutcookies.org.

How do we use cookies?

Our Company uses cookies in a range of ways to improve your experience on our website, including:

- Keeping you signed in.
- Understanding how you use our website.

What types of cookies do we use?

There are a number of different types of cookies, however, our website uses:

- **Functionality** – Our Company uses these cookies so that we recognize you on our website and remember your previously selected preferences. These could include what language you prefer and location you are in. A mix of first-party and third-party cookies are used.
- **Advertising** – Our Company uses these cookies to collect information about your visit to our website, the content you viewed, the links you followed and information about your browser, device, and your IP address. Our Company sometimes shares some limited aspects of this data with third parties for advertising purposes. We may also share online data collected through cookies with our advertising partners. This means that when you visit another website, you may be shown advertising based on your browsing patterns on our website.
- **Universal Analytics (Google)** - These cookies are used to collect information about how visitors use our website. We use the information to compile reports and to help us improve the website. The cookies collect information in a way that does not directly identify anyone, including the number of visitors to the website, where visitors have come to the website from and the pages they visited.

How to manage cookies

You can set your browser not to accept cookies, and the above website tells you how to remove cookies from your browser. However, in a few cases, some of our website features may not function as a result.

Privacy policies of other websites

In the event that our Company website contains links to other websites, our privacy policy applies only to our website, so if you click on a link to another website, you should read their privacy policy.

Changes to our privacy policy

Our Company keeps its privacy policy under regular review and places any updates on this web page. This privacy policy was last updated on 17th December 2020.

How to contact us

If you have any questions about our Company's privacy policy, the data we hold on you, or you would like to exercise one of your data protection rights, please do not hesitate to contact us.

Email us at: info@thomasorr.co.uk

Call us: 028 9181 2686

Or write to us at: 17 Conway Square, Newtownards, BT23 4DA.

How to contact the appropriate authority

Should you wish to report a complaint or if you feel that Our Company has not addressed your concern in a satisfactory manner, you may contact the Information Commissioner's Office.

Email: ni@ico.org.uk

Address: The Information Commissioner's Office – Northern Ireland. 3rd Floor, 14 Cromac Place, Belfast, BT7 2JB.