



HUGHES & Co
LETTINGS

PRIVACY POLICY

Reviewed March 2025

HUGHES & CO LETTINGS is committed to protecting and respecting your privacy.
This policy explains how we collect, use, disclose, and protect your personal data when you interact with us.

1. Information We Collect

We may collect and process the following data about you:

- **Personal Identification Information:** Name, address, email address, phone number.
- **Financial Information:** Bank account details, payment information.
- **Property Information:** Details of properties you are interested in, own, or wish to let.
- **Usage Data:** Information about how you use our website and services.
- **Marketing and Communication Data:** Your preferences in receiving marketing from us and your communication preferences.

2. How We Collect Your Data

We collect data in the following ways:

- **Direct interactions:** Filling out forms on our website, corresponding via phone, email, or otherwise.
- **Automated technologies:** Interaction with our website, IP addresses, cookies, and other tracking technologies.
- **Third parties or publicly available sources:** From analytics providers, advertising networks, search information providers, credit reference agencies.

3. How We Use Your Data

We use your data to:

- Provide and manage our services.
- Process your transactions and manage your contracts.
- Communicate with you, including responding to your inquiries and providing customer support.
- Improve our website and services.
- Send you marketing communications (where you have consented to this).
- Comply with legal obligations.

4. Legal Basis for Processing Your Data

We rely on the following legal bases to process your personal data:

- **Performance of a contract:** Processing necessary for the performance of a contract with you.
- **Consent:** Where you have given consent to the processing of your data.

- **Legal obligation:** Processing necessary for compliance with a legal obligation.
- **Legitimate interests:** Processing necessary for our legitimate interests, provided your interests and fundamental rights do not override those interests.

5. Disclosure of Your Data

We may share your personal data with:

- **Service providers:** To perform functions on our behalf (e.g., payment processing, IT services).
- **Professional advisers:** Including lawyers, bankers, auditors, and insurers.
- **Law enforcement:** Where required by law. This also includes meeting our legal obligation to share requested data with authorities like HMRC for tax compliance and reporting purposes.

6. International Transfers

We do not transfer your personal data outside the European Economic Area (EEA). If this changes, we will ensure your data is protected by adequate safeguards.

7. Data Security

We implement appropriate technical and organizational measures to ensure the security of your data. However, please note that no system is completely secure, and we cannot guarantee the absolute security of your data.

8. Data Retention

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

9. Your Data Protection Rights

You have the right to:

- Access your personal data.
- Rectify inaccurate or incomplete data.
- Erase your personal data.
- Restrict the processing of your data.
- Object to processing of your data.
- Data portability.
- Withdraw consent at any time (where processing is based on consent).

To exercise these rights, please contact us at [Contact Information].

10. Cookies

We use cookies to enhance your experience on our website. For more details, please refer to our [Cookie Policy].

11. Changes to This Privacy Policy

We may update this policy from time to time. Any changes will be included in our latest version, and where appropriate, notified to you by email. Please check back frequently to see any updates or changes to our privacy policy.

12. Contact Us

If you have any questions about this privacy policy or our data practices, please contact us:

HUGHES & CO LETTINGS
18 Exchange Street, Drifffield, East Yorkshire, YO25 6LJ
chris@hugheslets.co.uk
01377 310089

13. Complaints

If you have any concerns about our use of your personal data, you can make a complaint to us at [Contact Information]. You also have the right to complain to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues.

ICO Contact Information:

Information Commissioner's Office
Wycliffe House, Water Lane
Wilmslow, Cheshire, SK9 5AF
Helpline number: 0303 123 1113
Website: <https://www.ico.org.uk>

More information on your rights is available at www.ico.org.uk