

## Privacy Notice

Here at the **Mayka Home Property Services Ltd** we appreciate how important it is to keep your personal data safe and are committed to making sure that your privacy is protected.

In this notice you'll discover exactly what information we collect from you and how we then use this information, as well as your rights.

It is really important that you read this information and let us know if you have any questions.

**Whenever we collect your personal information we'll give you the opportunity to let us know how you'd like us to get in touch in the future.**

### How will your information be used?

When you request an estimate or service through us, we will collect some of your personal details. Please rest assured that we'll only use this for administering your contract and to support the delivery of the services you've asked for.

Examples of the types of personal information we usually collect are:

- Name
- Address
- Telephone number (including mobile)
- Email address

The information requested during your first contact with us, is required to provide the service you have asked for. Unless otherwise stated, the information you provide will never be used for any other purpose without your permission.

If you are website, we do not have any first or third party cookies, however our analytical service provider, one.com, may track

- The customer's Internet Protocol address
- Browser version or computer operating system used by the customer
- Number of links the customer click within the website
- State or country from which the customer accessed the site
- Date and time of the customer's visit
- Name of the customer's Internet service provider
- Web page the customer came from when visiting [www.one.com](http://www.one.com)

Statistics are used to improve the usability and the information in the statistics are anonymous and will not be linked to you as a user.

**You can review One.com's policy at <https://www.one.com/en/info/cookie-policy>**

**You can view our cookie policy at <http://maykahome.com/onewebmedia/Cookie%20Policy.pdf>**

**Mayka Home Property Services Ltd does not know (and has no interest in knowing) the identity behind the visitors on [www.maykahome.com](http://www.maykahome.com).**

### Using information provided by third parties

We sometimes use data from third parties or publicly available sources such as Google. Using this data helps us to ensure that our records are accurate and up to date by filling in any gaps on an address or clarifying house numbers or postcodes.

## **Keeping and storing your data**

If you're a current or past customer, we'll keep a copy of your personal details for no longer than 6 years, from the time your active relationship with us ends, unless related to compliance certification or otherwise required by law. Holding on to data allows us to keep accurate records for tax purposes and to handle any future complaints.

Some of the data that we collect may be transferred to and stored at a destination outside the European Economic Area ('EEA'), for example some of our IT systems may run on servers hosted in the USA. We take all steps reasonably necessary to ensure that your data is treated in accordance with this privacy notice and applicable privacy laws.

## **Sharing your data with third parties**

We respect your privacy and that's why we don't give your data to any third parties for marketing purposes. However, on occasion and in addition to the above, we may pass your information to a limited number of third parties for the following reasons:

- To deliver the services you've asked for, which might include giving information to members of your family, household, or other people who have an interest in the property, for instance, landlords or letting agents
- To our suppliers for purposes of the delivery of goods
- For legal or regulatory purposes including fraud prevention

## **Your rights**

If you'd like to see the personal information that we hold about you, you can request a copy any time. If you find that this information is incorrect you can ask for it to be updated. Or, if you believe the information is being processed without a legal basis, you can ask us to stop or request that it's deleted from our systems.

To action any of the above, send an email to: [info@maykahome.com](mailto:info@maykahome.com)

We may ask you for proof of your identity before we disclose any information. Once we've seen this, we'll send you a copy of the personal data we hold within 30 days.

## **Contact us**

Mayka Home Property Services

Tel: 01252 265165

[info@maykahome.com](mailto:info@maykahome.com)

## **If you have any concerns**

If, at any time, you feel that we haven't processed your data fairly or you're not satisfied with how we've handled your personal information, you can contact the Information Commissioners Office, who will look into this for you. For full details about how to share any concerns you may have, visit [www.ico.org.uk/concerns](http://www.ico.org.uk/concerns)

## **Updates**

This notice will be updated from time to time and we recommend that you check back regularly but we will notify you of any changes through our website. The version number and date released will always be listed below:

**Version number: 1.0**

**Date released: May 2018**

