

Privacy policy and notice

This is the privacy notice of **Chambré Ltd**. In this document, "we" or "us" refers to **Chambré Ltd**

This statement explains the privacy and data protection practices which apply to data that we record about you.

Chambré are committed to protecting your privacy, we follow strict security procedures to ensure that your personal information is not damaged, destroyed, or disclosed to a third party without your permission, and to prevent unauthorised access. The computers that store the information are kept in a secure facility with restricted physical access, and we use secure firewalls and other measures to restrict electronic access.

Except as set out below, we do not share, or sell, or disclose to a third party, any personally identifiable information collected by us.

Here is a list of the information we collect from you, either through our website or because you give it to us in some other way, and why it is necessary to collect it:

1. Personal identification and contact information

Landlords and Tenants will be asked to provide data and their consent for us to use their data (where applicable) on instruction. These details will be stored in our locked office and in a filing cabinet which is locked when the office is not occupied. Details will also be stored on our computer management system, Rentpro and Insightly.

This information is used:

- i. to provide you with the services which you request
- ii. for verifying your identity for security purposes

2. Your domain name and e-mail address

We shall not under any circumstances divulge your e-mail address to any person who is not an employee or contractor of ours and who does not need to know.

3. Website usage information

Any non-personal information such as IP address, pages accessed, and files downloaded will only be used to determine how many individuals use our site, how many people visit on a regular basis, which pages are most popular, and which pages are least popular. This information doesn't tell us anything about who you are, it is simply used to enable us to monitor and improve our service.

4. Business and personal information storage and use

We keep information which forms part of our business records for a minimum of six years as required by the tax authorities. Details will also be stored on our computer database, and our software, phone numbers may be kept on the office mobile phones – all these devices are password protected. The computers that store the information are kept in a secure facility with restricted physical access, and we use secure firewalls and other measures to restrict electronic access. When files are sent via email containing personal data the file will be password protected so that only the desired recipient can open the file.

5. Telephone calls to our office

When you call our office, we may collect Calling Line Identification (CLI) information. We use this information to help improve the efficiency and effectiveness of our service.

6. Review or update personally identifiable information

At any time you may review or update the personally identifiable information that we hold about you by contacting us at info@chambrepm.com. To better safeguard your information, we will also take reasonable steps to verify your identity before granting access or making corrections to your information.

7. Removal of your information

If you wish us to remove personally identifiable information from our databases, you may contact us info@chambrepm.com. To better safeguard your information, we will also take reasonable steps to verify your identity before granting access or making corrections to your information. Within 12 months of a tenancy ending all tenant and Landlord details will be destroyed, management details of the lease and the tenancy agreement will be kept.

8. Cyber Security

Chambré Ltd will have up to date Cyber security and this will be updated annually.

Your Acceptance

By using our website www.chambrepm.com, you consent to the collection and use of information by us in accordance with our privacy policy. If you do not agree to this policy, please do not use our site.

Please contact for any queries our Data Protection Officer and Data Controller:

Sophia Calvert sophia@chambrepm.com 020 7228 3155

This policy will be reviewed every year on 1st June