



## Privacy Policy

At Propoly we care about your privacy. For this reason, we collect and use personal data to ensure we are providing you with our award-winning products and services.

Our privacy policy is intended to describe to you how and what data we collect and how we use such data to ensure you are getting the best services possible. It also describes options we provide for you have access, update or take control of your personal data that we process.

If at any time you have questions about how we collect or process your data, you can contact our Data Protection Officer – Margaret Longden. Additionally, to this we have listed several FAQ's in which will provide some answers to the most common questions.

### What information do we collect?

We collect information so that we can provide the best possible experience for all clients when using our services. Much of this is what you would consider personal data, collected directly from you when you:

- Complete a Tenant Reference check
- Request assistance from our team on services and products
- Complete contact forms for all services we provide
- Participate in competitions, surveys, recruitment or other activities we promote that might require information about you

We also collect additional information when delivering our services / products to you to ensure the appropriate product is for you. These methods of collection may not be as obvious to you, we wanted to highlight and explain a little about them and how they work:

**Account related information** is collected when you use any of our services, this information can be, account number, product / service purchases, renewal or expiry dates, information requests and notes or details explaining what you asked for and how we dealt with such query.

**Cookies and similar technologies** on our website allow us to track your browsing behaviour, links clicked, and items purchased. This allows us to provide you with more relevant product / services, thus enhancing your experience. Data collected would help to analyse and improve the performance of our services.

**Sharing with trusted third parties.** We may share your personal data with affiliated companies within our corporate family, with third parties we have partnered with to allow you to integrate their services into our own services, and with trusted third-party service providers as necessary for them to perform services on our behalf, such as:

- Processing credit card payments
- Obtaining a credit report
- Conducting surveys
- Communicating with you, such as way by email, text or phone call
- Customer relationship management



We only share your personal data as necessary for any third party to provide the services required on our behalf. All third parties are subject to strict data processing terms and conditions are prohibiting from utilising, sharing or retaining such data.

**Communicating with you** We may contact you regarding our products or services you have purchased from us. We may contact you with offers for additional services we think you'll find valuable if you give us consent, or where allowed based upon legitimate interests. You don't need to provide consent as a condition to purchase our products or services. These contacts may include;

- Email
- Text (SMS) Message
- Telephone calls.

You may also update your subscription preferences with respect to receiving communications from us via email.

If we collect information from you in connection offers or web links, it will be clear at the point of collection who is collecting the information and what is covered in the policy.

If you believe that anyone has provided us with your personal information and you would like to request that it be removed from our database, please contact our data protection officer – Margaret Longden.

We share the general concern over the safety and security of personal information on the Internet and have implemented procedures to promote the safety and security of information we collect online. We have implemented industry standard controls to try to ensure confidentiality; however, no data transmission over the Internet can be guaranteed to be 100% secure. We cannot therefore guarantee that personal information will never be disclosed in ways not otherwise described in this Privacy Policy.

### **Access to your Personal Information**

You have the right to request a copy of the personal information Propoly holds about you and to have any inaccuracies in that personal information corrected. Please request the subject access request from our Data Protection Officer – Margaret Longden.

### **Changes in our Privacy Policy**

We reserve the right to modify this Privacy Policy at any time. If we decide to change our Privacy Policy and any other places we deem appropriate, so that you are aware of what information we collect, how we use it and under what circumstances. If we make material changes to this Privacy Policy, we inform those changes to our clients via email or by means on our home page.



## **Service Terms**

### **Refund / Cancellation Policy**

Due to the nature of our products and services no refund is offered. Furthermore, if all information provided is true and correct, and if all procedures are followed as directed by Propoly and their partners, applications will be successful.

### **Ways to Pay**

We are happy to accept payment by either debit or credit card

Although we accept cards issued by most major banks, including Visa and Mastercard, we are not currently able to accept payment via American Express.

### **Making a Complaint**

Propoly aims to provide the highest standard of service to every customer. If our service does not meet your expectations, we want to hear about it, so we can try to put things right. All complaints we receive are taken seriously. Following the steps below will help us understand your concerns and give you a fair response.

Telephone contact is often the most effective way to resolve complaints quickly.

Alternatively, you can write to us:

When you make contact please tell us the following information:

- Name address and postcode, telephone number and e-mail address (if you have one).
- The reason for your complaint.
- Any written correspondence should be headed 'COMPLAINT' and you may include copies of supporting material.

Last updated : July 2022