



Kingslea MIA - Our Privacy Policy

This is the privacy policy for Kingslea MIA, the purpose of this policy is to inform you about how we collect and process your personal data through your use of our website – www.kingsleahomes.com

As with everything we do, Kingslea MIA will handle your information and privacy with the utmost care and attention. And if you choose to share personal data with us you can be assured that we will treat it with total respect.

Who we are

Kingslea MIA are the data controllers, we are responsible for the personal data that you provide to us.

We can be contacted as follows:

Unit 1, Priory Lake Mews, Priory Road, Shirley, Solihull, B90 1BQ

Tel: 0121-330-1768 or 0121-330-1769

Email: enquiries@kingsleahomes.com

Your Personal Information, how we collect it from you, and how we intend to process it

Kingslea MIA will treat all of your personal information as confidential, it will be stored on our secure systems within the EEA and we won't share it with anyone else (unless you tell us to).

The information we collect from you will be as follows:

For communication

This is via any communication that you send to us such as via the contact form on our website, email, text message, our social media (messages and posts on our social media pages), or any other communication that you send us. We process this data for the purposes of communicating with you, for record keeping and for the establishment, pursuance or defence of legal claims. Our lawful ground for this is our legitimate interests so that we can reply to communications sent to us, to keep correct records and to manage any legal claims.

As our customer

This is any data that relates to any purchases of property, goods or services. This data includes your name, title, postal address email address, phone number, contact details, purchase details and payment information. We process this data to supply the property, goods and/or services you have purchased and to keep records of these transactions. Our lawful ground for this is the creation of a contract between you and us and/or taking steps at your request to enter into such a contract.

Your usage

This is data that tells us how you use our website and our other online platforms such as our social media. This data is used to help us operate our website, and to ensure that we provide you with the most relevant content. We also use the information collected to manage the security of our website. Our lawful ground for this is our legitimate interests which in this case are to enable us to properly administer our website and our business.

Analytical informatio

This is information about how you use our website and online services. The data we process includes your device IP address, your login data, which browser you use, which pages you visit on our website, how long you visit it for, how often you visit it, and the type of device you use to access it. This data is collected by our website analytics tracking provider. This data is used to help us understand how you use our website and other online services, to administer and protect our business and website, and to help us understand the effectiveness of our advertising and marketing activities. Our lawful ground for this is our legitimate interests which enables us to manage our website and marketing activities.

How we market our business to you

We use this data to help us to manage how we market our business and services to you, and to understand your marketing preferences. Our lawful ground for this activity is our legitimate interests.

We may use the data you provide to us to help us deliver relevant website content and advertisements to you and to measure or understand the effectiveness of our advertising and marketing activities. Our lawful ground for this is legitimate interests which is to grow and manage our business. We may also use the data we collect to send other marketing communications to you. Our lawful ground for this is via your consent which is requested when you submit your data to us.

How we collect your data

We receive your data when you provide it to us directly via forms on our website, via activities on our social media platforms, or forms you may complete when you attend an event that is hosted by us.

We may also collect data from you automatically via our analytics provider (Google) and social media insights (such as Facebook insights). These providers adhere to their own privacy policies which can be viewed via their individual websites. Any information provided to us via these third parties will only ever be processed by us in the ways outlined in this privacy policy.



Any information we process about you will only ever be processed as per your specific instructions. It will never be shared outside of our organisation without your explicit consent.

Security

Your data is saved on our secure systems, which are all password protected and safe from unauthorised access.

Your Data is backed up to our secure cloud storage service.

Marketing

When we request your information we will also ask if you would like to receive marketing communications from us.

If at any point you decide that you no longer wish to receive marketing communications, you can opt-out via the links that are included in the emails or messages we send to you, or you can email enquiries@kingsleahomes.com and your details will be removed. We use an email marketing system called Active Campaign to handle our email marketing so your name and email address will be stored within this system. Active Campaign have their own data policy which can be viewed [here](#)

Your rights over the information you give us

You have the right to request information on the data we hold about you at any time. If you would like details of the information we hold about you or data we process on your behalf, and if you would like to amend it or delete it altogether you can email us at any time on enquiries@kingsleahomes.com – please remember to contact us if any of the information you have provided to us should change at any time. It is important that we hold only the correct and relevant data about you.

If you would like to make a complaint about the way we have handled your data please contact us directly using the information above, or contact the Information Commissioners Office as follows:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Tel: 0303 123 1113 (local rate) or 01625 545 745

Fax: 01625 524 510



Please note that we may ask you to verify your identity before responding to any access requests, this is to ensure we are protecting your privacy at all times.

We will endeavor to respond to any data query or complaint within 24 hours of receiving it.

Cookies

A cookie is a piece of information saved by a website on an internet user's hard drive through their browser. The information the cookie contains is set by the site and can be used by the site whenever the user visits the site. We are telling you this because we do use cookies on our website to help us understand what you like looking at (and what you don't like so much). If you want to disable cookies you need to do it through your own web browser (have a look at www.aboutcookies.org to see how to do this).

Thank you

Thank you for taking the time to read our Privacy Information. If you have any questions, please contact directly via the details given above.

If you have any queries relating to data protection and your rights, you can also visit www.ico.org.uk