**Live Oak Privacy Policy**

**Our contact details**

Live Oak Inventories Limited

8 Vanderbilt Road

London SW18 3BQ

Telephone 020 8870 9711

Email enquiries@liveoak.co.uk

All our details can be found on this website

**The type of personal information we collect and why we collect it**

We carry out work for third party organisations and as such we may be provided with personal data by these organisations to facilitate our work. Typically this will include but is not limited to:

* Contact names to include landlords and/or tenants
* Contact details including phone numbers and email addresses
* Property addresses
* Tenancy start and end dates

As such Live Oak is a “data processor”

This information is used only to:

* Arrange property inspections
* Conduct property inspections
* Invoice
* Distribute reports

We will only use this information for the purpose for which it was provided

We may pass on some details to third party sub contract suppliers in order that they can conduct inspections on our behalf. This may include but is not limited to:

* Property address
* The name and phone number(s) of the contact(s) they are meeting at an inspection

We will not pass on information to anyone else

**Storing of personal information**

We use a web calendar system

Some information pertinent to our work will remain on our web calendar system indefinitely including details regarding:

* Contact, including names, phone numbers and email addresses
* Access
* Distribution
* Invoicing

You have data protection rights concerning this as detailed below

We will manually remove this information if requested to do so by you

We take every precaution to safeguard and secure data collected and stored by us

**3rd party websites**

Our site contains links to other websites.  We have no control over how your data is collected, stored, or used by other websites. We advise you to check the privacy policies of these websites before providing any data to them

**Cookies**

If you visit our login page, we will set a temporary cookie to determine if your browser accepts cookies. This cookie contains no personal data and is discarded when you close your browser

When you log in, we will also set up several cookies to save your login information and your screen display choices. Login cookies last for two days, and screen options cookies last for a year. If you select "Remember Me", your login will persist for two weeks. If you log out of your account, the login cookies will be removed

Before cookies are placed on your computer or device you will be shown a pop-up requesting your consent to set those cookies. By giving your consent you are enabling us to provide the best possible experience and service to you. You may deny consent however certain features of our site may not function fully or as intended

**Your data protection rights**

Under data protection law, you have rights including:

**Your right of access.** You have the right to ask us for copies of your personal information

**Your right to rectification.** You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete

**Your right to erasure.** You have the right to ask us to erase your personal information in certain circumstances

**Your right to restriction of processing.** You have the right to ask us to restrict the processing of your personal information in certain circumstances

**Your right to object to processing.**  You have the the right to object to the processing of your personal information in certain circumstances

**Your right to data portability**. You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you

**How to complain**

If you have any concerns about our use of your personal information, you can make a complaint to us at enquires@liveoak.co.uk or call us on 020 8870 9711

You can also complain to the ICO if you are unhappy with how we have used your data

The ICO’s address:

Information Commissioner’s Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>