

Privacy policy

KPS London Ltd, of 158 Buckingham Palace Road, London SW1W 9TR, with registration number 5641595, is committed to ensuring that your privacy is protected. This Privacy Policy is provided to keep you informed of how we handle your personal data and is done in compliance with the new General Data Protection Regulation (EU) 2016/679 ("Data Protection Legislation"). Please contact us if you have any questions.

1. The information we collect about you

We may collect information about you directly from you, from third parties or from the public domain such as the Land Registry, Google, social media platforms or referral agents. Information we collect include:

Name

Email address

Postal address

Telephone number

Date of birth

Family status

Bank account

Credit history

Financial status

Information regarding your property requirements

Landlord reference

Confirmation of income from your employer, usually via a third party tenant referencing company in order to assess your suitability as a tenant and pass on the results as necessary to the landlord.

Next of kin details via a third party tenant referencing company in case of emergency.

Documentary evidence of your nationality and immigration status to fulfil our legal obligations under Right to Rent legislation as introduced in the Immigration Act 2014.

We are required by law relating to Money Laundering, Terrorist Financing and Transfer of Funds Regulations 2017, Right To Rent legislation as introduced in the Immigration Act 2014 and Right to Work legislation, to collect at least one form of photographic proof of identity documentation, and one form of proof of residence document.

2. How we use and share your personal information

We collect your personal information to provide you with material regarding our products and services, or to be used for services described on the contract we have been engaged with, or to comply with our legal duties and obligations. We may from time to time contact you by phone or email to inform you about properties for sale or rent based on your criteria you provided us with or send you relevant market research reports.

If you are buying or selling a property where we act as your agent, we will share your personal information with the agent acting for the other side of the transaction, your appointed solicitors and the solicitors acting for the other side. We may also share your information with other agents we collaborate with in relation to your sale or purchase.

If you are renting a property where we are acting as letting agents, we will share your personal information with other agents we collaborate with, the landlord and or their legal representative, as well as third party referencing agencies for the purpose of the prevention

and detection of crime, fraud, money laundering and checking your suitability to rent a property.

If we are managing your property we may need to pass your personal information to third party contractors who we engage to carry out maintenance on your property.

If you require finance we will be asked to disclose personal information to the lenders.

We may be required to share personal information with the regulators, governmental organisations, land registry, law enforcement authorities, courts, tribunals and arbitrators in order to comply with our regulatory and legal obligations such as to prevent fraud and money laundering. If you do not provide the information required for these purposes, we will not be able to enter into a legal agreement with you and we will not be able to provide services to you.

We will be contacting you by phone, e-mail or SMS with information that you requested from us or which we feel may be of interest to you, where you have consented to be contacted for such purposes under our contractual agreement. If you contacted us by email, we will keep a record of that correspondence which is stored on our email system.

3. Your consent and right to access your information

By submitting your information you consent to the use of that information as set out in this Privacy Policy. We are legally obliged to store your information for seven years. KPS London reserves the right to keep information longer should we feel is in our legitimate interest or should we are required to do so by law.

GDPR gives you the right to access information held about you. If you consider that at any time we are not complying with GDPR and failed to remedy any such violation, you can contact the supervisory authority, the Information Commissioner's Office, which KPS London is registered. KPS London Ltd is also a member of the redress scheme of The Property Ombudsman.

4. How we protect your information

The data we collect from you may be transferred and stored at a destination outside the European Economic Area ("EEA"). It may also be processed by staff operating outside the EEA who work for one of our contractors. Territories outside the EEA may not have equal legal protections to the ones within the EEA but we are under a duty to make sure that our contractors located outside the EEA continue to take reasonable steps to ensure that your data is treated securely and in accordance with this Policy. By submitting your personal data to us, you agree to this transfer, storing or processing.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

We follow 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 to it. If we are working with third parties, we will require them to have in place similar measures to protect your information.

5. Updating your details

If any of the information that you have provided to us requires updating, please inform us at your earliest convenience by emailing info@kpslondon.com or by post at KPS London Ltd, 158 Buckingham Palace Road, London SW1W 9TR.

6. Contact us

If you have any questions regarding our Privacy Policy or about the personal information we hold for you, email us at info@kpslondon.com or write to us at KPS London Ltd, 158 Buckingham Palace Road, London SW1W 9TR. If you would like us to safely delete your information from our system you can contact us and we will remove your data under the applicable law.

7. Changes to our privacy policy

We may update our Privacy Policy from time to time. Any changes we may make in the future will be posted on this page.