



A2W Solutions Limited Business Privacy Policy

This privacy policy sets out how A2W Solutions Limited – trading as LetGate - uses and protects any information that you give A2W Solutions Limited when you use this website.

A2W Solutions Limited is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy statement.

A2W Solutions Limited may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes. This policy is effective from 17th April 2016

What we collect

We may collect the following information:

- name and date of birth
- contact information including address, telephone numbers and email address
- demographic information such as postcode
- information relevant to customer surveys and/or offers
- information pursuant to the business of managing rental properties, tenants, landlords and property agencies

In addition to the data which is collected by us, the LetGate portal (behind a username and password authentication) may be used by yourself and parties contracted by yourself to store information pursuant to the letting and management of properties. This information is available to the user inputting this information and the user the information describes. This information can also be accessed by employees and authorised contractors of A2W Solutions Limited, but it is not used by us for any purpose aside from making it available to the authorised users. For example, Tenant information inputted by a Landlord will be available to the Landlord and the Tenant described by the information.

What we do with the information we gather

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:

- Internal record keeping.
- We may use the information to improve our products and services.

- We may periodically send promotional emails about new products, special offers or other information which we think you may find interesting using the email address which you have provided for yourself – we will not send such emails to email addresses provided for third parties – for example, we will not send promotional emails to email addresses for tenants which have been provided by landlords.
- From time to time, we may also use your information to contact you for market research purposes. We may contact you by email, phone or mail. We may use the information to customise the website according to your interests.

We will not pass your information on to third parties unless they are contracted to and working for A2W Solutions Limited. Any such third parties will be bound by a confidentiality agreement reflecting this policy.

Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

How we use cookies

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

Links to other websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by

this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

Controlling your personal information

You may choose to restrict the collection or use of your personal information in the following ways:

- on your profile page, look for the box that you can click to indicate that you do not want the information to be used by anybody for direct marketing purposes
- if you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by writing to or emailing us at support@letgate.co.uk

We will not sell, distribute or lease your personal information to third parties unless we are required by law to do so. We may use your personal information to send you promotional information about third parties which we think you may find interesting if you tell us that you wish this to happen.

You may request details of personal information which we hold about you under the Data Protection Act 1998. A small fee will be payable. If you would like a copy of the information held on you please write to The Data Controller, A2W Solutions Limited, Dunbar House, 3 Sheepscar Court, Leeds, LS7 2BB.

If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible, at the above address. We will promptly correct any information found to be incorrect.

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A2W Solutions Limited is a company registered in England and Wales with Company Number 6853243.

A2W Solutions Limited can be contacted by writing to our offices at;

A2W Solutions Limited, Dunbar House, 3 Sheepscar Court, Leeds, LS7 2BB.