



Privacy Policy

About Us

Empty Homes North West is committed to protecting your privacy. We collect and use personal data in line with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

This Privacy Policy explains how we collect, use, store and protect your personal information, as well as your rights in relation to that data.

Empty Homes North West is registered in England and Wales.

Registered office: **International House 61 Mossley Street M2 3HZ**

We are registered with the Information Commissioner's Office (ICO) as a Data Controller.

If you have any questions about this policy or how your data is handled, you can contact our appointed data protection contact at:

Susie@emptyhomesnorthwest.co.uk

Personal Information We Collect

We only collect personal information that is relevant and necessary to provide our services and to meet our legal and contractual responsibilities.

The types of personal data we may collect include:

- Full name
- Date of birth
- Residential address
- Personal and business email addresses
- Home, work and mobile telephone numbers
- Payment and billing information

How We Obtain Your Information

Your personal data may be collected when you:

- Complete application or enquiry forms
- Make bookings or service requests
- Contact us by phone, email or online
- Submit information via our website

Why We Use Your Personal Data

We use your personal information lawfully, fairly and transparently. Your data will not be sold or shared for marketing purposes without your permission.

We process your data for the following purposes:

- To provide and manage our services
- To communicate with you regarding enquiries, agreements or services
- To fulfil contractual obligations
- To comply with legal, regulatory, accounting and tax requirements

Where marketing communications are sent, this will only be done with your consent, which you may withdraw at any time.

Your Data Protection Rights

You have rights under data protection law, including the right to request:

- Access to the personal data we hold about you
- Details of how and why your data is being processed
- Correction of inaccurate or incomplete information
- Deletion or restriction of your personal data where applicable
- To object to certain types of processing, including direct marketing

If you make a request relating to your rights, we may need to verify your identity before responding, to ensure your data remains secure.

Sharing Your Information

We will not disclose your personal information to third parties unless:

- You have given consent
- It is necessary to provide our services
- We are legally required to do so

Any third-party service providers we use are required to process your data securely and in accordance with data protection laws.

Keeping Your Information Secure

We take appropriate steps to protect your personal data against loss, misuse, unauthorised access or disclosure. Security measures include restricted access, secure systems and internal data protection procedures.

Data Retention

We retain personal data only for as long as it is required to fulfil the purpose for which it was collected and to meet legal obligations.

Where you have agreed to receive marketing communications, your information will be kept until you withdraw consent or request its removal.