

Kingsmarq Data Protections Policy

Kingsmarq holds information about its customers as part of day to day business, holding contact information such as email addresses and telephone numbers, where appropriate. Kingsmarq holds information on customer preferences when seeking to buy or sell property and personal information for customers using Kingsmarq's tenants' services. Kingsmarq works with third parties who provide access to information and other services, such as tenancy management. In order to facilitate contact between customers of the site and third parties, it may be necessary to share contact information of customers. By accessing the site and providing Kingsmarq with contact information, you provide permission for those details to be passed to third parties working with Kingsmarq to provide Kingsmarq services.

If customers do not agree to Kingsmarq having their details for the purposes stated in this policy, customers should not provide contact details to Kingsmarq.

Kingsmarq Partners

In order for Kingsmarq to do business and deliver its services over the internet, Kingsmarq has third party partners who provide access to services, information portals and websites to enable customers to interact with Kingsmarq on a day to day basis. These partners may draw information from other websites or online portals. Kingsmarq is not responsible for the accuracy or content of material collected by partners that subsequently appear on or are accessed from recommendations made by Kingsmarq.

Kingsmarq may provide customers with access to third party online payment providers or payment engines to facilitate payments by customers. These firms may use cookies to monitor usage of their websites or portals. Customers should check cookies policy of all third party providers.

What Kingsmarq does with your information

Kingsmarq uses the information provided to facilitate customers seeking to buy or sell homes and tenants wanting to manage their tenancy, such as paying bills and arranging repairs, either on a regular or ad hoc basis. Kingsmarq will use the information held about its customers to facilitate them performing the tasks they want to undertake as customers of Kingsmarq.

Kingsmarq may, from time to time, offer customers the opportunity to obtain information and/or quotations for third party services available from Kingsmarq partners.

Managing your information

Kingsmarq's selected partner for providing tenancy management services. Customers seeking to buy or sell homes will have information held to enable Kingsmarq to notify them of suitable properties that are being marketed by Kingsmarq or its partners based on the customers stated preferences. Kingsmarq has up to date anti-virus software which is regularly used and facilities for backing up its computer equipment to ensure the safety of data and records.

In the event of a breach of Kingsmarq systems, Kingsmarq will take such action as required to minimise the impact of the loss or corruption of data. Kingsmarq will notify customers whose information may have been compromised within 48 hours of becoming aware of the breach. Kingsmarq is unable to provide a similar guarantee for customers accessing online tenancy services. Customers using those services need to check the breach of privacy undertakings on the tenants' portal and website to understand the policy in place and their rights.

Kingsmarq will only retain customer details whilst the customer is actively seeking to buy or sell a home or is a current tenant using the tenancy management service. Unused details will be deleted by Kingsmarq 12 months after the last access by the customer or third party facilitator

What happens if you no longer want us to hold your details

If you no longer want us to keep your details please let us know by contacting info@kingsmarq.co.uk and we will delete any details we have for you.