

Privacy Statement

Privacy Statement and the Data Protection Act 1998

RENTGUARD (RGA) will treat all your personal information as private and confidential (even when you are no longer a customer), except where disclosure is made at your request or with your consent or where we are required by law to disclose. We will hold your details for a minimum of 3 years.

RGA will use your information for the purposes of administration, to source your financial products marketing, customer services, analysing your purchasing preferences and customer profiling.

If you do not wish to receive information on other products and services, please write to:

The Data Controller, RENTGUARD LTD, Grove House, 551 London Road, Isleworth, Middlesex TW7 4DS, or contact Customer Services on 0870 165 1090.

Privacy Policy

Before using the RGA websites, you should note the following points:

In order to deliver an effective service to you it is necessary for us to store personal information about you and / or your Company.

If you register to use the RGA website, (in order to supply details for either insurance or assessment purposes) we will treat all information supplied to us in accordance with this document.

We will not pass on any details supplied to us to any other organisation outside of the RGA GROUP of companies, without your express permission.

If you visit the RGA website, having been introduced to us by a third party website, then information supplied by you to us may be passed on to the relevant third party only.

Our privacy policy does not extend to any third party websites that you might visit via our website, or be directed to our website from.

All necessary information supplied to RGA will be processed and stored on a secure server and may be used during future visits to the site to facilitate easy repeated use. The transaction process will use data, encrypted using a Secure Socket Layer (SSL) session. Note that some older versions of Web Browsers do not support this facility. Therefore you should ensure that the Web Browser you will use supports SSL.

Data Protection Notice Use of Personal Information you provide or we (RGA) hold (whether or not under this Policy), may be used by us, our employees and/or agents to do the following:

To identify you when you make telephone enquiries. To help administer any accounts, services and products offered by us now or in the future. To help us detect fraud or loss. To keep you updated on any current tenant assessment or insurance transaction specific to you or your Company and undertaken at your request.

To keep you up to date with changes to the current services that we offer, ny email transmitted to you and carrying such information will also indicate a procedure to stop all such future contact. If you do not want to receive this secondary information please let us know by contacting Customer Services by telephone on 0870 165 1090 or email at info@rentguard.co.uk

For marketing purposes where we have carefully selected products and services of RGA and associated companies within the RGA GROUP, which we feel to be of importance to you. All storage, use and transmission of personal information relating to an individual or a Company are subject to the Data Protection Act.

You can obtain a copy of details held by applying in writing, enclosing an administration fee of £10, to the following address: The Data Controller, RENTGUARD LTD, Grove House, 551 London Road, Isleworth, Middlesex TW7 4DS, or contact Customer Services on 0870 165 1090.

Credit Reference Agencies.

We may search the files of credit reference agencies who will record the search. This information may be shared with credit grantors and used for credit decisions and fraud prevention.

Third Party Agencies.

We will also provide your information to relevant third parties such as insurers in order to achieve your various requirements. Except where RGA is required to disclose by law, we will treat all your information as confidential, even when you are no longer a customer and (unless we are required to do so by law) will not disclose any such information except where a disclosure is made at your request or with your consent.

Where necessary you consent to our processing data that is defined as sensitive by the Data Protection Act such as data relating to your health or offences for the above purposes. RGA, its agents and sub-contractors, will apply appropriate technical and organisational measures against the unauthorised processing of personal data and against accidental loss of, or damage to personal data. By providing your data you agree to your data being used and transferred as stated above.

Contacting Us

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Cookies

A cookie is a piece of data that is placed on your computer's hard drive. We apply cookies to allow web applications to respond to you as an individual.

Summary

We aim to make our terms easy to understand, if you are unsure, please contact us. We respect your privacy and take every effort to ensure the security of information you share with us confidentially is secured.