



PRIVACY POLICY

PING SERVICES PSIP-PP-02

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1. Background

Ping Services Ltd understands that your privacy is important to you and that you care about how your personal data is used. We respect and value the privacy of everyone who visits (“Our Platform”), procures our services, as well as every resident and customer we serve. We will only collect and use personal data in ways that are described here, and in a way that is consistent with our obligations and your rights under the law.

Please read this Privacy Policy carefully and ensure that you understand it. Your acceptance of this Privacy Policy is requested upon entering Our Platform and continuing to use it. We will also make sure that you have agreed to be a resident of our customers’, and have agreed to this Privacy Policy, by providing you with an easy method to opt out of our emails if you disagree.

2. Definitions and Interpretation

In this Policy the following terms shall have the following meanings:

“Account”	means an account required to access and/or use certain areas and features of Our Platform;
“Cookie”	means a small text file placed on your computer or device by Our Platform when you visit certain parts of Our Site and/or when you use certain features of Our Platform. Details of the Cookies used by Our Platform are set out in Part 14, below; and
“Cookie Law”	means the relevant parts of the Privacy and Electronic Communications Regulations 2003;

3. Information About Us

Our Site is owned and operated by Ping Services Ltd, a limited company registered in England under company number 12319160.

Registered address: Office 6, Town Hall, 86 Watling Street East, Towcester, Northants, NN12 6BS, England.

Data Protection Officer: Andrew Alexander

Email Address: Andrew@ping-services.com

Telephone Number: 07498046050



4. What Does This Policy Cover?

This Privacy Policy applies only to your use of Our Platform, our Services, and when you become a resident that we connect to our customers. Our Site may contain links to other websites. Please note that we have no control over how your data is collected, stored, or used by other websites and we advise you to check the privacy policies of any such websites before providing any data to them.

5. What Is Personal Data?

Personal data is defined by the UK GDPR and the Data Protection Act 2018 (collectively, “the Data Protection Legislation”) as ‘any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier’.

Personal data is, in simpler terms, any information about you that enables you to be identified. Personal data covers obvious information such as your name and contact details, but it also covers less obvious information such as identification numbers, electronic location data, and other online identifiers.

6. What Are My Rights?

Under the Data Protection Legislation, you have the following rights, which we will always work to uphold:

- 6.1 The right to be informed about our collection and use of your personal data. This Privacy Policy should tell you everything you need to know, but you can always contact us to find out more or to ask any questions using the details in Part 15.
- 6.2 The right to access the personal data we hold about you. Part 13 will tell you how to do this.
- 6.3 The right to have your personal data rectified if any of your personal data held by us is inaccurate or incomplete. Please contact us using the details in Part 15 to find out more.
- 6.4 The right to be forgotten, i.e. the right to ask us to delete or otherwise dispose of any of your personal data that we hold. Please contact us using the details in Part 15 to find out more.
- 6.5 The right to restrict (i.e. prevent) the processing of your personal data.
- 6.6 The right to object to us using your personal data for a particular purpose or purposes.
- 6.7 The right to withdraw consent. This means that, if we are relying on your consent as the legal basis for using your personal data, you are free to withdraw that consent at any time.
- 6.8 The right to data portability. This means that, if you have provided personal data to us directly, we are using it with your consent or for the performance of a contract, and that if data is processed using automated means, you can ask us for a copy of that personal data to re-use with another service or business in many cases.
- 6.9 Rights relating to automated decision-making and profiling.



For more information about our use of your personal data or exercising your rights as outlined above, please contact us using the details provided in Part 15.

It is important that your personal data is kept accurate and up-to-date. If any of the personal data we hold about you changes, please keep us informed as long as we have that data.

Further information about your rights can also be obtained from the Information Commissioner’s Office or your local Citizens Advice Bureau.

If you have any cause for complaint about our use of your personal data, you have the right to lodge a complaint with the Information Commissioner’s Office. We would welcome the opportunity to resolve your concerns ourselves, however, so please contact us first, using the details in Part 15.

7. What Data Do You Collect and How?

Depending upon your use of Our Platform, we may collect and hold some or all of the personal and non-personal data set out in the table below, using the methods also set out in the table. Please also see Part 14 for more information about our use of Cookies and similar technologies and our Cookie Policy.

Data Collected	How We Collect the Data
Residential address	We collect the data upon usage of our platform and with-in agreement with our customer – under contract. Residents provide consent to our customer, which allows us to process this personal data. We are also under law to collect for employment.
Bank account details	We collect the data upon usage of our platform and with-in agreement with our customer – under contract. Residents provide consent to our customer, which allows us to process this personal data. We are also under law to collect for employment.
Bank card details	We collect the data upon usage of our platform and with-in agreement with our customer – under contract. Residents provide consent to our customer, which allows us to process this particular personal data.
Contact number	We collect the data upon usage of our platform and with-in agreement with our customer – under contract. Residents provide consent to our customer, which allows us to process this personal data. We are also under law to collect for employment.
Date of birth	We collect the data upon usage of our platform and with-in agreement with our customer – under contract. Residents provide consent to our



	customer, which allows us to process this personal data. We are also under law to collect for employment.
Email address	We collect the data upon usage of our platform and with-in agreement with our customer – under contract. Residents provide consent to our customer, which allows us to process this particular personal data.
Full name	We collect the data upon usage of our platform and with-in agreement with our customer – under contract. Residents provide consent to our customer, which allows us to process this personal data. We are also under law to collect for employment.
Nationality	We collect the data upon usage of our platform and with-in agreement with our customer – under contract. Residents provide consent to our customer, which allows us to process this personal data. We are also under law to collect for employment.
Emergency contact name	We collect the data upon usage of our platform and with-in agreement with our customer – under contract. Residents provide consent to our customer, which allows us to process this particular personal data.
Emergency contact number	We collect the data upon usage of our platform and with-in agreement with our customer – under contract. Residents provide consent to our customer, which allows us to process this particular personal data.
Profile Picture	We collect the data upon usage of our platform and with-in agreement with our customer – under contract. Residents provide consent to our customer, which allows us to process this particular personal data.
File Upload (Images & Documents)	We collect the data upon usage of our platform and with-in agreement with our customer – under contract. Residents provide consent to our customer, which allows us to process this particular personal data.
Free text field	We collect the data upon usage of our platform and with-in agreement with our customer – under contract. Residents provide consent to our customer, which allows us to process this particular personal data.
Tenancy Agreement Dates	We collect the data upon usage of our platform and with-in agreement with our customer – under contract. Residents provide consent to our customer, which allows us to process this particular personal data.
Platform usage information	We collect the data upon usage of our platform



	and with-in agreement with our customer – under contract. Residents provide consent to our customer, which allows us to process this particular personal data.
Device Information	We collect the data upon usage of our platform and with-in agreement with our customer – under contract. Residents provide consent to our customer, which allows us to process this particular personal data.
Device Location Data	We collect the data upon usage of our platform and with-in agreement with our customer – under contract. Residents provide consent to our customer, which allows us to process this particular personal data.
Freeform messages	We collect the data upon usage of our platform and with-in agreement with our customer – under contract. Residents provide consent to our customer, which allows us to process this particular personal data.
Gender	We collect the data upon usage of our platform and with-in agreement with our customer – under contract. Residents provide consent to our customer, which allows us to process this personal data. We are also under law to collect for employment.
National Insurance Number	We collect the data upon usage of our platform and with-in agreement with our customer – under contract. Residents provide consent to our customer, which allows us to process this personal data. We are also under law to collect for employment.
Passport information	We collect the data upon usage of our platform and with-in agreement with our customer – under contract. Residents provide consent to our customer, which allows us to process this personal data. We are also under law to collect for employment.
Signature	We collect the data upon usage of our platform and with-in agreement with our customer – under contract. Residents provide consent to our customer, which allows us to process this personal data. We are also under law to collect for employment.
Employment and career history	Directly from the employee for employment purposes
Education/Certificates	Directly from the employee for employment purposes

With your permission and/or were permitted by law, we may also use your personal data for marketing purposes, which may include contacting you by email, phone, text message,



and/or post with information, news, and offers on our services. You will not be sent any unlawful marketing or spam.

We will always work to fully protect your rights and comply with our obligations under the Data Protection Legislation and the Privacy and Electronic Communications Regulations 2003, and you will always have the opportunity to opt-out.

We will always obtain your express opt-in consent before sharing your personal data with third parties for marketing purposes and you will be able to opt-out at any time.

Third Parties whose content appear on Our Site may use third-party Cookies, as detailed below in Part 14. Please refer to Part 14 for more information on controlling cookies.

Please note that we do not control the activities of such third parties, nor the data that they collect and use themselves, and we advise you to check the privacy policies of any such third parties.

We will only use your personal data for the purpose(s) for which it was originally collected unless we reasonably believe that another purpose is compatible with that or those original purpose(s) and need to use your personal data for that purpose.

If we do use your personal data in this way and you wish us to explain how the new purpose is compatible with the original, please contact us using the details in Part 15.

If we need to use your personal data for a purpose that is unrelated to, or incompatible with, the purpose(s) for which it was originally collected, we will inform you and explain the legal basis which allows us to do so.

In some circumstances, where permitted or required by law, we may process your personal data without your knowledge or consent. This will only be done within the bounds of the Data Protection Legislation and your legal rights.

8. How Long Will You Keep My Personal Data?

We will not keep your personal data for any longer than is necessary in light of the reason(s) for which it was first collected.

9. How and Where Do You Store or Transfer My Personal Data?

We only store your personal data in the UK. This means that it will be fully protected under the Data Protection Legislation.

We may store some or all of your personal data in countries outside of the UK. These are known as “third countries”. We will take additional steps in order to ensure that your personal data is treated just as safely and securely as it would be within the UK and under the Data Protection Legislation as follows:

We ensure that your personal data is protected under binding corporate rules. Binding corporate rules are a set of common rules which all our group companies are required to follow when processing personal data. For further information, please refer to the [Information Commissioner's Office](#).



The security of your personal data is essential to us, and to protect your data, we take a number of important measures, including the following:

- limiting access to your personal data to those employees, agents, contractors, and other third parties with a legitimate need to know and ensuring that they are subject to duties of confidentiality; and
- procedures for dealing with data breaches (the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, your personal data) including notifying you and/or the Information Commissioner's Office where we are legally required to do so.

10. Do You Share My Personal Data?

We will not share any of your personal data with any third parties for any purposes, subject to the following exceptions:

- 1.1 In order to conduct our fundamental services to our customers, data pertaining to prospects will be shared to them, while taking steps to ensure that personal data is handled safely, securely, and in accordance with your rights, our obligations, and the third party's obligations under the law, as described above in Part 9.
- 1.2 If we sell, transfer, or merge parts of our business or assets, your personal data may be transferred to a third party. Any new owner of our business may continue to use your personal data in the same way(s) that we have used it, as specified in this Privacy Policy.
- 1.3 In some limited circumstances, we may be legally required to share certain personal data, which might include yours, if we are involved in legal proceedings or complying with legal obligations, a court order, or the instructions of a government authority.
- 1.4 We may share your personal data with other companies for the performances of the service we offer to you.
- 1.5 If any of your personal data is shared with a third party, we will take steps to ensure that your personal data is handled safely, securely, and in accordance with your rights, our obligations, and the third party's obligations under the law, as described above in Part 9.
- 1.6 If any personal data is transferred outside of the UK, we will take suitable steps in order to ensure that your personal data is treated just as safely and securely as it would be within the UK and under the Data Protection Legislation, as explained above in Part 9.

11. How Can I Control My Personal Data?

- In addition to your rights under the Data Protection Legislation, set out in Part 5, when you submit personal data via Our Site, you may be given options to restrict our use of your personal data. In particular, we aim to give you strong controls on our use of your data for direct marketing purposes (including the ability to opt-out



of receiving emails from us which you may do by unsubscribing using the links provided in our emails, at the point of providing your details, or by managing your Account.

- You may also wish to sign up to one or more of the preference services operating in the UK: The Telephone Preference Service (“the TPS”), the Corporate Telephone Preference Service (“the CTPS”), and the Mailing Preference Service (“the MPS”). These may help to prevent you receiving unsolicited marketing. Please note, however, that these services will not prevent you from receiving marketing communications that you have consented to receiving.

12. Can I Withhold Information?

You may access certain areas of Our Site without providing any personal data at all. However, to use all features and functions available on Our Site, and our Services you may be required to submit or allow for the collection of certain data.

You may restrict our use of Cookies. For more information, see Part 14 and our Cookie Policy.

If you are a Prospect, you can opt out of our cold emails by indicating such intention when you receive them. If you want to know the data we collect from Prospects, you can check Clauses 6 and 7.

13. How Can I Access My Personal Data?

If you want to know what personal data we have about you, you can ask us for details of that personal data and for a copy of it (where any such personal data is held). This is known as a “subject access request”.

All subject access requests should be made in writing and sent to the email or postal addresses shown in Part 15. To make this as easy as possible for you, a Subject Access Request Form is available for you to use. You do not have to use this form, but it is the easiest way to tell us everything we need to know to respond to your request as quickly as possible.

There is not normally any charge for a subject access request. If your request is ‘manifestly unfounded or excessive’ (for example, if you make repetitive requests) a fee may be charged to cover our administrative costs in responding.

We will respond to your subject access request within one month of receiving it. Normally, we aim to provide a complete response, including a copy of your personal data within that time. In some cases, however, particularly if your request is more complex, more time may be required up to a maximum of three months from the date we receive your request. You will be kept fully informed of our progress.

14. How Do You Use Cookies?

Our Site may place and access certain first-party Cookies on your computer or device. First-party Cookies are those placed directly by us and are used only by us. We use Cookies to facilitate and improve your experience of Our Site and to provide and improve our services. We have carefully chosen these Cookies and have taken steps to ensure that your privacy and personal data is protected and respected at all times.



By using Our Site, you may also receive certain third-party Cookies on your computer or device. Third-party Cookies are those placed by websites, services, and/or parties other than us. Third-party Cookies are used on Our Site for marketing and optimization purposes. For more details, please refer to the table below. These Cookies are not integral to the functioning of Our Site and your use and experience of Our Site will not be impaired by refusing consent to them.

All Cookies used by and on Our Site are used in accordance with current Cookie Law.

Before Cookies are placed on your computer or device, you will be shown a message box requesting your consent to set those Cookies. By giving your consent to the placing of Cookies you are enabling us to provide the best possible experience and service to you. You may, if you wish, deny consent to the placing of Cookies; however certain features of Our Site may not function fully or as intended.

Certain features of Our Site depend on Cookies to function. Cookie Law deems these Cookies to be “strictly necessary”. These Cookies are shown in the table below. Your consent will not be sought to place these Cookies, but it is still important that you are aware of them. You may still block these Cookies by changing your internet browser’s settings as detailed below, but please be aware that Our Site may not work properly if you do so. We have taken great care to ensure that your privacy is not at risk by allowing them.

You may find further details and information about the specific first party, third party and analytics cookies that we use on our platform within our Cookie Policy.

In addition to the controls that we provide, you can choose to enable or disable Cookies in your internet browser. Most internet browsers also enable you to choose whether you wish to disable all Cookies or only third-party Cookies. By default, most internet browsers accept Cookies, but this can be changed. For further details, please consult the help menu in your internet browser or the documentation that came with your device.

You can choose to delete Cookies on your computer or device at any time, however you may lose any information that enables you to access Our Site more quickly and efficiently including, but not limited to, login and personalisation settings.

It is recommended that you keep your internet browser and operating system up-to-date and that you consult the help and guidance provided by the developer of your internet browser and manufacturer of your computer or device if you are unsure about adjusting your privacy settings.

15. How Do I Contact You?

To contact us about anything to do with your personal data and data protection, including to make a subject access request, please use the following details:

Email address: andrew@ping-services.com

Telephone number: 07498046050

Postal Address: Office 6, Town Hall, 86 Watling Street East, Towcaster, Northants, NN12 6BS, England

16. Changes to this Privacy Policy

We may change this Privacy Notice from time to time. This may be necessary, for example, if the law changes, or if we change our business in a way that affects personal data protection.



Any changes will be immediately posted on Our Platform, and you will be deemed to have accepted the terms of the Privacy Policy on your first use of Our Site following the alterations. We recommend that you check this page regularly to keep up to date. This Privacy Policy was last updated on 01/03/2024.

This Policy has been approved and authorised by:

Name: Gordon Pennock
Position: Director
Date: 01/03/2023
Due for Review by: 01/03/2024

Signature: 