

Privacy Policy

DATE OF LAST UPDATE: OCTOBER 21, 2025

This Privacy Policy describes how your personal information is collected, used, and shared when you visit or make a purchase from pensioproperty.co.uk (the "Site").

Website Terms and Conditions

We may change these terms and conditions at any time by updating this web page. You should check this website periodically to review these terms and conditions to ensure you are happy with any changes. Using this website indicates your acceptance of these terms and conditions. If you do not accept these terms and conditions, please do not continue to use this website.

Company Information:

Our contact details

Name: Pensio Property Management Ltd

Address: Pera Business Park, Nottingham Road, Melton Mowbray, Leicestershire, LE13 0PB

Phone Number: 0116 380 0832

E-mail: lettings@pensioproperty.co.uk

Our company registration is 16688422 Registered in England

The type of personal information we collect

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name and contact details)
- Personal information collected provided by you on our website, contact forms, phone conversations and documents provided to us.

How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- Enquire to sell your property.
- Enquire and request information about properties to rent or for sale.
- Arrange for a valuation or property viewing.
- Register for email newsletter.
- Participate or provide information on text or email marketing campaigns.
- Interact with us on social media platforms.

Among the types of Personal Data that this Service collects, by itself or through third parties, there are: Cookie, Usage Data, Email, Name, Social Media Account(s), and Location. Other Personal Data collected may be described in other sections of this privacy policy or by dedicated explanation text contextually with the Data collection.

We never sell, rent, or disclose personal information about you, except as disclosed in this policy.

While on our sites, you may have the opportunity to opt-in to receive information and/or marketing offers from someone else or to otherwise consent to the sharing of your information with a third party, including social networking sites. If you agree to have your personal information shared, your personal information will be disclosed to the third party and the personal information you disclose will be subject to the privacy policy and business practices of that third party.

The Personal Data may be freely provided by the User or collected automatically when using this Service. Any use of Cookies – or of other tracking tools – by the Service or by the owners of third-party services used by this Service, unless stated otherwise, serves to identify Users, and remember their preferences, for the purpose of providing the service required by the User and for remarketing.

Failure to provide certain Personal Data may make it impossible for this Service to provide its programs. The User assumes responsibility for the Personal Data of third parties published or shared through this Service and declares to have the right to communicate or broadcast them, thus relieving the Data Controller of all responsibility.

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

(a) Your consent. You are able to remove your consent at any time. You can do this by emailing us at lettings@pensioproperty.co.uk

(b) We have a legal obligation.

How we store your personal information

Our website is built and hosted by Zoopla. They provide us with the online platform that allows us to offer and manage our property-related services.

Your data is stored through Zoopla's secure systems, databases, and infrastructure. Zoopla stores your data on secure servers protected by firewalls and other industry-standard security measures.

Details of their privacy policy are available at:
<https://www.zoopla.co.uk/privacy>

How We Use Personal Data

Data collected on our site will only be used for the purposes specified in this Privacy Policy or indicated on the relevant pages of our Site. We will not use your data beyond what we disclose in this Privacy policy.

The data we collect when the user performs certain functions may be used for the following purposes:

1. Contract terms & conditions;
2. Credit Checks;
3. Referencing;
4. Rental agreements;
5. Service accommodation

How Long We Store Personal Data

User data will be stored until the purpose the data was collected for has been achieved.

You will be notified if your data is kept for longer than this period.

How We Protect Your Personal Data

In order to protect your security, we use the strongest available browser encryption and store all of our data on servers in secure facilities.

All data is only accessible to employees. Our employees are bound by strict confidentiality agreements and a breach of this agreement would result in the employee's termination.

While we take all reasonable precautions to ensure that user data is secure and that users are protected, there always remains the risk of harm. The internet as a whole can be insecure at times and therefore, we are unable to guarantee the security of user data beyond what is reasonably practical.

Your Rights as a User

Under GDPR, you have the following rights:

1. Right to be informed;
2. Right of access;
3. Right of rectification;
4. Right to erasure;
5. Right to restrict processing;
6. Right to data portability; and
7. Right to object

Children

We do not knowingly collect or use personal data from children under 16 years of age. If we learn that we have collected personal data from a child under 16 years of age, the personal data will be deleted as soon as possible. If a child under 16 years of age has provided personal data their parent or guardian may contact our privacy officer.

How to Access, Modify, Delete, or Challenge the Data Collected

If you would like to know if we have collected your personal data, how we have used your personal data, if we have disclosed your personal data and to whom we have disclosed your personal data. If you would like your data to be deleted or modified in any way, or if you would like to exercise any of your other rights under the GDPR, please contact the privacy officer here:

Pensio Property Management Ltd, Pera Business Park, Nottingham Road, Melton Mowbray, Leicestershire, LE13 0PB.

How to Opt-Out of Data Collection, Use or Disclose

In addition to the method(s) described in the *How to Access, Modify, Delete, or Challenge the Data Collected* section, we can provide the following specific opt-out methods for the forms collection, use, or disclosure of your personal data specified below:

1. Marketing emails and text. You can opt-out by unsubscribe.

Cookie Policy

A cookie is a small file, stored on a user's hard drive by a website. Its purpose is to collect data relating to the user's browsing habits. You can choose to be notified each time a cookie is transmitted. You can also choose to disable cookies entirely in your internet browser, but this may decrease the quality of the user experience.

We use the following types of cookies on our Site:

1. Functional cookies

Functional cookies are used to remember the selections you make on our Site so that your selections are saved for your next visits;

2. Analytical cookies

Analytical cookies allow us to improve the design and functionality of the Site by collecting data on how you access our Site, for example data on the content you access, how long you stay on the site, etc; and

3. Targeting cookies

Targeting cookies collect data on how you use the Site and your preferences. This allows us to personalise the information you see on our Site for you.

Modifications

This Privacy Policy may be amended from time to time to maintain compliance with the law and to reflect any changes to our data collection process. When we amend this Privacy Policy, we will update the "Date of Last Update" at the top of this Privacy Policy. We recommend that our users periodically review our Privacy Policy to ensure that they are notified of any updates. If necessary, we may notify users by email of changes to this privacy Policy.

Complaints

If you have any complaints about how we process your personal data, please contact us through the contact methods listed in the *Contact Information* section so that we can, where possible, resolve the issue. If you feel we have not addressed your concern in a satisfactory manner you may contact a supervisory authority. You also have the right to directly make a complaint to a supervisory authority. You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>

Contact Information

If you have any questions, concerns or complaints, you can contact our Privacy Officer at lettings@pensioproperty.co.uk or by writing to our Privacy Officer at:

Pensio Property Management Ltd, Pera Business Park, Nottingham Road, Melton Mowbray, Leicestershire, LE13 0PB.