

## Posidacious Privacy Policy

We store certain information or data in our database relating to you when you are signed up as a user of Posidacious.

### Minimum data stored to enable use of the system

- Email address

The basic requirement of the system is for an **email address** to be stored. Without this, users cannot sign into the system. This email address will be added to the system by the letting agent or a property manager.

### Basic information that may be stored

- Title (Mr, Mrs, Miss, Ms, Dr)
- First and Last Name
- Address (if a tenant)
- Phone number
- Gender

In most cases your letting agent will also input a title such as **Mr** or **Mrs** and your name (**first name** and **last name**). This means that when you update a Log on Posidacious, your name appears by the entry. This helps all users associated with that Log because they know who made the update.

If the user is a tenant, the system also requires that the user be associated with a property at a physical street **address**. This is because the tenant would usually be reporting a maintenance issue with the property.

If you are not a tenant, you can ask your letting agent to remove your address if you would rather it was not stored as this is not an essential requirement for the system to work.

**Phone numbers** are also stored in the database. Staff at the agency and contractors who are sent to resolve maintenance issues need to know a number to call (to arrange date and time to visit for instance).

**Gender** is an option your letting agent can add when he or she sets up your user details on the system. However, it is not required.

You can ask your agency to select '*none*' in your user settings if you prefer this not to be stored. The gender selected is not visible when you make updates to the system Logs. It is only visible to the letting agent in your user settings. Setting a gender may be helpful to the letting agent however.

## Other information stored in our database

When you actively use the Posidacious system (i.e. update a Log), your update to the Log is stored in our database and that entry is associated with you and the Log.

The entry is only visible when a user reads the Log.

## A note on who has visibility of a Log

When a Log is created, it is linked to the letting agent that the user is associated with.

For instance, when a tenant creates a new Log for a maintenance issue, the system knows which agency that user is linked to and therefore which agency the Log is linked to.

**Staff** can see all Logs that are linked to their letting agency and not those Logs of other letting agents.

**Tenants** can view Logs associated with the property (set by the letting agent) they live at and so long as the create date of the Log falls between their start and end dates (also set by the letting agent).

**Contractors** can only view Logs they have been specifically assigned to by the agency.

## Where your data is stored

We store your data on our secure dedicated servers in the UK.

## Keeping your data secure

Transmitting information over the internet is generally not completely secure, and we can't guarantee the security of your data. However, the Posidacious website is only accessible at <https://www.posidacious.co.uk> which is a secure site with a SSL certificate provided by GeoTrust.

Any data you transmit is at your own risk.

We have procedures and security features in place to try and keep your data secure once we receive it.

We won't share your information with any other organisations for marketing, market research or commercial purposes, and we do not pass on your details to other websites.

Posidacious does not current accept payments via the website.

## Disclosing your information

We may pass on your personal information if we have a legal obligation to do so, or if we have to enforce or apply our terms of use and other agreements.

## Your rights

You can find out what information we hold about you, and ask us not to use any of the information we collect. Simply contact your letting agent to discuss.

## Links to other websites

Posidacious may contain links to other websites. We cannot guarantee the safety of third party sites so you visit these at your own risk.

This privacy policy only applies to this website.

## **Cookies**

We may store cookies on your device. These cookies do not store personal information but a unique ID which is linked to your session on our servers.

When you visit our website, we will store a cookie which shows the page you have visited (i.e. dashboard.php). This cookie helps us direct you to the right page when you sign in.

## **Notes**

Posidacious Limited is registered with the ICO (Data Protection Act)

*Last updated: 09 March 2016*