

Privacy Policy

Carringtons Residential Management Limited (hereinafter referred to as “We,” “Our” and “Us”) operate www.carringtonsrml.co.uk (hereinafter referred to as the “Website”) and any subsequent URLs. We offer this Website, including all information, tools, and services available from this Website, to the User (hereinafter referred to as “You,” “Users” and “Your”) conditioned upon your acceptance of all the terms, conditions, policies, and notices stated here.

WE TAKE PRECAUTIONS WITH USER INFORMATION AND PERSONAL DATA. We value our users and respect your privacy. We collect information about you through the Website in an effort to improve your online experience and to communicate with you about our services. Neither your name nor anything personal about you is sold or shared with any non-affiliated company or agency. However, as described in greater detail below, we may share your information under certain circumstances with businesses with whom we work to help the Website function. This Privacy Policy describes the personal information we collect about you, why we collect it, how we use it, and when we share it with third parties. This Privacy Policy also describes the choices you can make about how we collect and use certain information.

By accessing this Website, you acknowledge this Website Privacy Policy and agree to be bound by the terms hereof and the Terms of Use set forth on the Website. If at any time you do not agree to this Privacy Policy, please do not use this Website.

We reserve the right to change or update this Privacy Policy by posting such changes or updates to the Website. Amendments to this Privacy Policy will be posted at this URL and will be effective when posted. It is your responsibility to review any such changes or updates and check the Website from time to time to be sure you understand all terms and conditions, agreements, and policies of the Website and are in compliance with them. You can tell if the policy has changed by checking the last modified date that appears at the end of this Privacy Policy. Your continued use of the Website following the posting of any amendment, modification, or change shall constitute your acceptance thereof.

1. Types of Personal Information Collected

We will ask you for certain kinds of personal information (“Personal Information”) to provide the services that you request. Subject to your input, this information may include: your name, your property address, your email address, your contact number, your reference number, details of any issues that you wish to report using the Website and any pictures that you share to the Website.

2. Use of Your Personal Information

We use the Personal Information we collect from you for various purposes, including: to communicate with you about any issues that you have reported to us using the Website; and to improve your overall Website experience. Subject to the receipt of your consent, we may also use your Personal Information to report any issues raised to the necessary contractors for rectification.

3. Sharing Personal Information With Third Parties

3.1 We do not share, sell, or trade your Personal Information gathered online with any third parties, except with your consent or as described herein. We do not contribute to or participate in cooperative databases, which give other companies access to such Personal Information.

3.2 We may disclose your Personal Information when legally required to do so, to cooperate with law enforcement investigations or other legal proceedings, to protect against misuse or unauthorized use of the Website, to limit our legal liability and protect our rights or to protect the rights, property or safety of users of this Website or the public.

3.3 We may also disclose your Personal Information to outside individuals and/or companies that help us bring you the services we offer and to create, operate, and maintain our Website. For example, we may work with third parties to (a) manage a database of customer information; (b) assist us in distributing e-mails; (c) provide data storage and analysis; (d) provide fraud prevention; (e) provide customer service; and (f) provide other services designed to assist us in developing and running our Website and maximizing our business potential. We require that these outside companies agree to keep all information shared with them confidential and to use the information only to perform their obligations to us.

3.4 In addition, if we go through a business transition, such as a merger, acquisition by another company, or sale of all or a portion of our assets, your Personal Information will likely be among the assets transferred.

3.5 We have no responsibility to maintain the privacy or security of any such Personal Information that you may choose to post to our Website. If you would prefer to contact us directly to avoid using the contact form on our Website, you can do so using the alternative channels displayed on our Website.

4. Non-Personally Identifiable Information

4.1 The Website may use cookies. A cookie is a small piece of information sent by a website that is saved on your hard drive by your computer's browser. Cookies help us remember you when you return to the Website. Cookies also hold information to personalize and enhance your experience and to gather website statistical data, such as which pages are visited, the Internet provider's domain name and the addresses of the sites you visited immediately before coming to and immediately after leaving the Website. The information in the cookies lets us trace your "clickstream" activity (i.e., the paths are taken by users of the Website as they move from page to page) to enable us to better serve our users by revealing which portions of the Website are the most popular. Cookies contain absolutely no Personal Information. You may disable cookies on your browser. Please review your browser's instructions for doing so.

4.2 We may also use "pixel tags" (sometimes called "web beacons" or "clear gifs"), which are tiny graphic images, on the Website. Pixel tags help us analyse Users' online behaviour and measure the effectiveness of the Website and our advertising and marketing. We may also use other analytical tools to evaluate site performance through the use of aggregated data, which contain no Personal Information. We work with service providers that help us track, collect, and analyse this information.

4.3 Cookies, pixel tags, and/or other analytical tools that we may use on the Website may collect information about your visit, including the pages you view, the features you use, the links you click, and other actions you take in connection with the Website. This information may include your computer's Internet protocol (IP) address, your browser type, your operating system, date and time

information, and other technical information about your computer. We may also track certain information about the identity of the website you visited immediately before coming to the Website. We do not otherwise track any information about your use of other websites.

4.4 Cookies, pixel tags, and/or other analytical tools in our emails may be used to track your interactions with those messages, such as when you receive, open, or click a link in an email message from us.

4.5 We may also work with businesses that use tracking technologies to deliver advertisements on our behalf across the Internet. These companies may collect information about your visits to the Website and your interaction with our advertising and other communications, but no Personal Information is shared with them.

4.6 We may combine the information collected through cookies, pixel tags, and other analytical tools with other information we may have collected from you. This information may be used to improve our Website, to personalise your online experience, to help us deliver information to you, to determine the effectiveness of advertising, and for other internal business purposes.

5. Your Security

5.1 We strive to keep your Personal Information private and safe. We take commercially reasonable physical, electronic, and administrative steps to maintain the security of Personal Information collected, including limiting the number of people who have physical access to database servers, as well as employing electronic security systems and password protections that guard against unauthorized access.

5.2 Unfortunately, despite our best efforts, the transmission of data over the Internet cannot be guaranteed to be 100% secure. While we will use every reasonable means to ensure the security of information you transmit through the Website, we cannot guarantee that such information will not be intercepted by third parties. We will, however, prosecute any unauthorised or fraudulent transactions to the fullest extent permitted by law.

6. Links to Other Websites

6.1 While visiting the Website, you may link to websites operated by third parties or you may have come to the Website using a link found on another website. This does not mean that we endorse these websites or the goods or services they provide. We do not make any representations or warranties about any website that may be linked to the Website. Such other websites are independent of us, and we have no control over, or responsibility for, their information, products or activities.

6.2 In addition, our privacy practices may differ from those of these other websites. If you provide Personal Information at one of those websites, you are subject to the privacy policy of the operator of that website, not our Privacy Policy. Please make sure you understand the other website's privacy policy before providing Personal Information.

7. Opt-Out

You may receive emails from us if you have submitted an enquiry using the contact form on our Website. If you do not want to receive e-mails from us, please confirm this by return to any email communication sent by us. Please allow us up to ten working days from when you have submitted your request to complete the removal. If you are a client or a resident of a development that we manage, it should be noted that we may continue to email you in relation to matters that concern your property. These service-related emails will continue for as long as you remain a client or an owner or tenant of a property that we manage, even if you asked not to receive any emails from us.

8. Children and Privacy

The Website is only permitted for use of those that are aged eighteen and older. You can only use the service if you are aged eighteen and older. The Website is not intended for children, and we will not knowingly collect any Personal Information from children under the age of thirteen unless this has been shared by a parent in relation to an issue at a development that we manage. We will remove from our files any Personal Information of anyone we discover to be under thirteen years old. We are concerned about the safety of children when they use the Internet, and we understand that children may not understand all the provisions of our Privacy Policy or make informed decisions about the choices that are made available to adult users of the Website.

9. Disclosure for Legal Purposes

You hereby authorise us to disclose any of your Personal Information pursuant to judicial and administrative proceedings and to law enforcement or government agencies if we believe the disclosure is necessary or appropriate. You also authorise us to disclose Personal Information if we believe the disclosure is necessary or appropriate in the event of an investigation of improper or illegal conduct in connection with the Website, such as fraud, misrepresentation, intellectual property infringement, or other activity that may put us at risk for liability.

10. Non-Confidential Information

We do not want you to send to us any confidential or proprietary information through email or otherwise. Any information, materials, suggestions, ideas or comments sent to us will be considered non-confidential, and by submitting the same to us, you are giving us the absolute right to use, modify, reproduce, transmit, display and distribute the information for any purpose whatsoever, with no payment or other compensation to you. However, we will not use your name unless we are required by law to identify the source of the materials, information, suggestions, ideas, or comments, or unless we first obtain your permission.

11. Assignment

We may freely assign this Privacy Policy or any of our rights and/or obligations hereunder.

12. Your Rights

For more information about the rights available to you, please visit

13. Contact

If you have any questions about your privacy or security at the Website, please send an email to privacy@carringtonsrml.co.uk and include your name and email address in the message. If you do not receive a response from us to any emails you send to us within seven working days, please send us another email as your original email may not have been received.

DATE LAST MODIFIED: July 30, 2020.