

Our website terms and conditions are below. Find out how we use information and also keep your details safe.

These are the terms and conditions between the user ("you") and the Landlord Letting Network ("LLN", "we", "us"). Please read these terms and conditions carefully as they will govern your use of the LLN website at www.landlordlettingnetwork.co.uk, including any contracts for the supply of products or services you seek to enter into with us through the Site.

LLNs registered office is The Sir George Rooms, Stable Block, Renishaw Hall, Sheffield. S21 3WB.

Acceptance of the terms and conditions

You acknowledge and agree to these Terms and Conditions when you use the Site. If you disagree with any part of the Terms and Conditions, you may not access or use the Site in any way. We do not accept amendments to these Terms and Conditions. You agree to use and continue to use the Site and all services provided through it in a manner consistent with all applicable laws and regulations and in accordance with these Terms and Conditions.

Changes to the terms and conditions

LLN reserves the right to change or update these Terms and Conditions from time to time without prior notice to users. Any changes will take effect from the day they are first posted on the Site or notified to you, whichever is the sooner. The Terms and Conditions in force at the time of your access the Site will apply to you each time you access it.

Additional Terms and Conditions

Specific event bookings that may be available through the Site may be subject to additional terms and conditions. Those specific terms will be drawn to your attention at the time you are placing the relevant booking or order. Where you are advised that additional terms apply, you will be deemed to have accepted them in full if you continue with your booking thereafter. If you have any queries regarding the applicable terms, please contact us before you book a place on any such event or order any additional services.

Your Account

If you use the Site, you are responsible for maintaining the confidentiality of your account and password (if one is issued) and for restricting access to your computer to prevent unauthorised access to your account. You agree to accept responsibility for all activities that occur under or when using your account or password. You should take all necessary steps to ensure that the password is kept confidential and secure and should inform us immediately if you have any reason to believe that your password has become known to anyone else, or if the password is being, or is likely to be, used in an unauthorised manner.

Please ensure that the details you provide us with are correct and complete and inform us immediately of any changes to the information that you provided when registering or that we hold about you from time to time. You can access and update much of the information you provided to us by contacting info@landlordlettingnetwork.co.uk To the maximum extent permitted by law, the LLN shall bear no responsibility or liability for any failure of transmission, misdirection of correspondence, or loss or damage contributed to or caused by your failure to update your details from time to time.

LLN reserves the right to refuse access to the Site, terminate accounts, remove or edit content, or cancel bookings at our discretion.

Privacy policy

How does LLN protect customer information?

At LLN we are committed to protecting your privacy. As required by the UK Data Protection Acts of 1984 and 1998, we follow strict security procedures in the storage and disclosure of information which you have given us, to prevent unauthorised access. Our security procedures mean that we will request proof of identity before we are able to disclose sensitive information to you.

What information do we collect and how do we use it?

When you register on the Site we will ask for your name and e-mail address so we can create an account.

Landlord Letting Network may collect and use Users personal information for the following purposes:

- - Registration documents for Landlords & Tenants

The information provided via our registration process will be used to match suitable applicants with suitable properties and to maximise income and minimise arrears for both Landlord and Tenant.

- - To improve customer service

Information you provide helps us respond to your customer service requests and support needs more efficiently.

- - To personalise user experience

We may use information in the aggregate to understand how our Users as a group use the services and resources provided on our Site.

- - To send periodic emails

We may use the email address to send User information and updates pertaining to any bookings. It may also be used to respond to their inquiries, questions, and/or

other requests. If User decides to opt-in to our mailing list, they will receive emails that may include company news, updates, related product or service information, etc. If at any time the User would like to unsubscribe from receiving future emails, we include detailed unsubscribe instructions at the bottom of each email.

We may occasionally use the information we collect to notify you about important changes to the Site or new LLN services we think you'll find valuable.

We also use statistic collection packages to help us analyse the web traffic on the Site.

If you wish to amend your communication preferences you can do so at any time by contacting info@landlordlettingnetwork.co.uk

What about "cookies"?

Cookies are small pieces of information that are stored by your browser on your computer's hard drive. Our cookies do not contain any personally identifying information. Most Web browsers automatically accept cookies, but you can usually change your browser to prevent that.

The Site uses cookies for the purposes of identifying you and logging your activity. Sometimes, cookies are essential for your use of the Site and you will not be able to make full use of the Site without those. We use cookies to help identify your computer so we can tailor your user experience, track completion of registration documents and bookings and remember where you are in the registration process.

You can disable any cookies already stored on your computer, but these may stop our website from functioning properly.

The following is strictly necessary in the operation of our website.

This Website Will:

- Remember where you are in the bookings process
- Remember that you are Registering/Registered and that your session is secure.

The following are not Strictly Necessary, but are required to provide you with the best user experience and also to tell us which pages you find most interesting (anonymously).

Functional Cookies

This Website Will:

- Offer Live Chat Support (If available)

- Track the pages you visits via Google Analytics

Targeting Cookies

This Website Will:

- Allow you to share pages with social networks such as Facebook/Twitter (If available)

Will LLN disclose the information it collects to outside parties?

LLN does not sell, trade or rent your personal information to others. However, as mentioned in our Terms and Conditions, we may pass your information to third parties if that is required to send items to you or otherwise to fulfil any obligation to you or to comply with any request made by you.

In summary

By using the Site, you consent to the collection and use of information by LLN as set out in this Privacy Policy and our Terms and Conditions. If we decide to change our privacy policy, we will post those changes on this page so that you are always aware of what information we collect, how we use it and under what circumstances we may disclose it.

This privacy policy was last updated on [18 November] 2013.

Access to the Site

We will do our utmost to ensure that availability of the Site will be uninterrupted and that transmissions will be error-free. However, due to the nature of the Internet, this cannot be guaranteed. Also, your access to the Site may also be occasionally suspended or restricted to allow for repairs, maintenance, or the introduction of new facilities or services. We will attempt to limit the frequency and duration of any such suspension or restriction. LLN will not be liable for any loss or damage (whether direct, indirect or consequential) incurred by you resulting from any such interruption or lack of access to the Site.

Links

The links provided on the Site will let you leave the Site. The linked sites are not under the control of LLN and LLN is not responsible for the contents of any linked site, or any link contained in a linked site, or any changes or updates to such sites. LLN has included these links for your convenience and the inclusion of a link does not imply or constitute LLN endorsement of the site or any products or services advertised on or provided through it. LLN accepts no responsibility for any loss or damage you sustain by visiting these websites.

Terms of use

Comments are open to all users registered on this site.

Users of the comments are, by participating, agreeing to the following terms of use, which are:

- not to use inappropriate, threatening, obscene or abusive language
- not to discriminate, abuse or incite hatred on the basis of gender, sexuality, race, religion, nationality or any other personal characteristic
- not to advertise goods/services which are for sale
- not to post private details such as postal addresses
- not to impersonate another person or falsely claim to represent an organisation or another individual

LLN reserves the right to edit/delete any postings or users accounts.

Caring for Your Data

We will have in place a level of security appropriate to the nature of the data and the harm that might result from a breach of security. Data relating to you and your use of the Site is held in our corporate databases. We will:

- Not hold information about you which is excessive in relation to the purpose(s) for which it is used.
- Use only the very latest data provided by you. To help us do this, please keep us informed if any of your details change. You can do contacting info@landlordlettingnetwork.co.uk
- Not keep information for longer than is necessary to enable us to resolve any subsequent queries and to comply with any legislative and regulatory requirements and for our audit purposes.
- Process your data in accordance with your rights under the Data Protection Act 1998.

How Secure is Information About Me?

- We work to protect the security of your information during transmission by using Secure Sockets Layer (SSL) software, which encrypts information you input.
- We maintain physical, electronic and procedural safeguards in connection with the collection, storage and disclosure of personally identifiable customer information. Our security procedures mean that we will request proof of identity before we disclose personal information to you.
- It is important for you to protect against unauthorised access to your password and to your computer. Be sure to sign off when you finish using a shared computer.

Your Rights

You have certain rights under the Data Protection Act in relation to the information that we hold about you. These rights include:

- Access to personal data. You may request, by writing to the address below, details of the information that we hold about you and the purpose for which it is held. Provision of such information will be subject to a charge, currently £10. Your request will be met within 40 days of receiving the request and fee and any additional information we require in order to meaningfully respond to your request.
- You are entitled to require us to stop using information about you for the purposes of direct marketing. Direct marketing means the communication of any advertising or marketing material which is directed to you.

Who has Access to your Data?

Staff of the LLN Group are only permitted to make changes to our corporate databases when they are trained. Certain details are protected and can only be viewed or amended by trained staff e.g. access to registration information. In addition, staff at the following organisations have access to your information:

- External suppliers of mailing and database services etc to the LLN. Any supplier of this kind is subject to a data confidentiality agreement.
- Website and IT support staff. Any supplier of this kind is subject to a data confidentiality agreement.

Method of communicating with you

To the maximum extent permitted by law, you consent to receive communications from us electronically and you agree that all notices and other communications sent to you electronically satisfy all legal requirements that such communication be in writing. Information provided by us through the Site, including by email, cannot be guaranteed to be secure or error-free. It may also be subject to loss, interception or alteration. We will not be liable for any loss or damage, howsoever arising, occurring as a result of such electronic communication being lost, intercepted or altered or affected in any way.

Information

The Site and its contents are provided on an "as is" basis and LLN does not make any representations or warranties (and expressly disclaim the same to the fullest extent permitted by law) with respect to the Site, its contents and the services available on and/or through it. In particular, LLN does not represent or warrant that the material comprised on this Site is completely accurate or up-to-date and LLN shall have no liability in respect of such material or for any use of or reliance upon any such material by any person.

Users should take legal, financial or other appropriate advice before taking any action arising out of use of material from the Site. The documents and related graphics on the Site could include technical inaccuracies or typographical errors. The LLN cannot assume responsibility for any errors or omissions on the Site.

Intellectual property

All content on the Site, including all intellectual property rights and including (but not limited to) text, graphics, logos, and images is the property of LLN, its affiliates or its content suppliers. You may not copy, retransmit or deal in any manner with any content of the Site without LLN's express written consent, save that you are hereby granted permission to use documents such as (but not limited to) press releases, consultation papers and briefings from the Site, provided that (1) the LLN copyright notice appears in all copies, (2) such permission is only for your personal, non-commercial use, and (3) you do not copy or upload such information to any network computer or broadcast it on any medium whatsoever.

You may not create and/or publish your own database which utilises sections of the Site and/or any database on the Site or accessible through it without LLN's express written consent.

No logo, graphic or image from the Site may be copied or retransmitted unless expressly permitted in writing by LLN.

Waiver

No waiver by us of any breach of these Terms and Conditions shall be a waiver of any subsequent breach of the same or any other provision of them.

Liability

LLN will be responsible for any losses you suffer as a result of us breaching these conditions if the losses were reasonably foreseeable to both you and us when you commenced using the Site. We will not in any event and to the maximum extent permitted by law be responsible for any business loss (including loss of profits, revenue, contracts, anticipated savings, data, goodwill or wasted expenditure) or any other indirect or consequential loss, whether or not reasonably foreseeable to both you and us when you commenced using the Site. LLN does not limit in any way its liability by law for death or personal injury caused from our negligence or breach of duty or caused by our gross negligence or wilful misconduct.

Changes to this privacy policy

Landlord Letting Network has the discretion to update this privacy policy at any time. When we do, we will revise the updated date at the bottom of this page. We encourage Users to frequently check this page for any changes to stay informed about how we are helping to protect the personal information we collect. You acknowledge and agree that it is your responsibility to review this privacy policy periodically and become aware of modifications.

Termination of your account and retention of your personal information

In accordance with the Data Protect Act 1998 we will ensure your personal information is not kept longer than necessary for the relevant purpose(s) by us. Where personal information which we hold is known to be unreliable, irrelevant or excessive, we will securely delete it as soon as possible.

Your acceptance of these terms

By using this Site, you signify your acceptance of this policy. If you do not agree to this policy, please do not use our Site. Your continued use of the Site following the posting of changes to this policy will be deemed your acceptance of those changes.

Contacting us

If you have any questions about this Privacy Policy, the practices of this site, or your dealings with this site, please contact us at:

**Landlord Letting Network
The Sir George Rooms
Stable Block
Renishaw Hall
Sheffield
S21 3WB.**

Governing law and jurisdiction

These Terms and Conditions are governed by and construed in accordance with English law and the English courts shall have exclusive jurisdiction in relation to any matter or dispute arising out of or in connection with them (including any dispute as to interpretation).