

## Privacy Policy for Optimum Prestige Homes

### Introduction

This Privacy Policy explains how Optimum Prestige Homes ("we", "us", "our") collects, uses, shares, and protects personal information belonging to our tenants, property owners, and website visitors ("you"). We are committed to ensuring that your privacy is protected and understand the importance of protecting your personal data.

### Information We Collect

We may collect the following types of information:

- Contact details (such as name, address, email, and phone number)
- Financial information (such as income, credit history, and bank account details for rental payments)
- Identification documents (such as passports, driving licences for identity verification)
- Information related to your use of our website (such as IP addresses, cookie data, and browsing preferences)

### How We Use Your Information

Your information is used to:

- Process rental applications and manage tenancies
- Conduct credit and reference checks
- Communicate with you about our services
- Improve our website and services
- Comply with legal obligations

### Sharing Your Information

We may share your information with:

- Service providers who assist with our business operations (such as payment processors, maintenance contractors, and legal advisors)
- Government bodies and law enforcement agencies when required by law or to protect our legal rights
- Prospective landlords or tenants in the case of property management

### Data Protection

We implement appropriate technical and organisational measures to protect your personal data against unauthorised or unlawful processing, accidental loss, destruction, or damage.

### Your Rights

Under the GDPR, you have rights including:

- The right to access the personal information we hold about you
- The right to request the correction of inaccurate personal information
- The right to request the deletion of your personal data in certain circumstances
- The right to object to processing of your personal data

**Cookies**

Our website uses cookies to improve user experience. You have the option to accept or decline cookies. Declining may prevent you from taking full advantage of the website.

**Changes to Our Privacy Policy**

We may update this policy from time to time. We will notify you of any significant changes by posting the new policy on our website.

**Contact Us**

If you have any questions or concerns about our privacy practices, please contact us at [info@optimumprestige.com](mailto:info@optimumprestige.com)