



Privacy Policy

Thank you for your interest in Kaptur. This privacy notice for Kaptur describes how and why Kaptur might collect, store, use, and share your information when you use Kaptur's services such as when you visit this website and/or engage with Kaptur in other related ways. Our policies with regard to data collection and use of personal information are set forth in this statement ("**Privacy Policy**"). By using this website, you signify your acceptance of this Privacy Policy.

Background

Kaptur understands that your privacy is important to you and that you care about how your personal data is used and shared online. We respect and value the privacy of everyone who visits this website, <https://www.kaptursoftware.co.uk/> ("**Our Site**") and will only collect and use personal data in ways that are described here, and in a manner that is consistent with Our obligations and your rights under the law. Please read this Privacy Policy carefully and ensure that you understand it. Your acceptance of Our Privacy Policy is deemed to occur upon your first use of Our Site. If you do not accept and agree with this Privacy Policy, you must stop using Our Site immediately.

1. DEFINITIONS

- "**Client**" also referred to as "you" means the person, firm or company that has engaged Kaptur to carry out the Services.
- "**Data Protection Laws**" means (i) to the extent the EU GDPR applies, the law of the European Union or any member state of the European Union to which the Client is subject, which relates to the protection of personal data; or (ii) to the extent the UK GDPR applies, the law of the United Kingdom or of a part of the United Kingdom which relates to the protection of personal data.
- "**EU GDPR**" means the General Data Protection Regulation (EU) 2016/679.
- "**Kaptur**" means Kaptur Services Ltd, No Letting Go Inventory Management Ltd, or any of their respective employees, agents, contractors, authorised franchisees or a member of the No Letting Go network of affiliated providers and reference to "**Us**", "**We**" or "**Our**" is a reference to Kaptur.
- "**KMS**" means the Kaptur web based proprietary software management system
- "**Report**" means a KMS prepared document detailing the outcome of the provision of the Services.
- "**Service**" means the software with which data collection is carried out and consists of all products, computer programs, services and web sites hosted or made available by Kaptur including the KMS, which you may use for capturing, organizing, searching, storing, synchronizing, recognizing, reporting, analyzing, sharing and transmitting any number of notes, photos or scanned items collected in any digital manner.
- "**UK GDPR**" is defined in section 3(10) (as supplemented by section 205(4)) of the Data Protection Act 2018.
- "**User**" means the person approved, assigned or allocated by the Client to use the Services.



2. Information about us

Our Site is owned and operated by Kaptur Services Ltd, a limited company registered in England under company number 15052881, whose registered address is 1 White Oak Square, London Road, Swanley, Kent, BR8 7AG and whose main trading address is the same. We have an appointed Data Protection Officer who can be contacted by email at GDPR@kaptursoftware.co.uk, by telephone on 0203 278 3699, or by post at 1 White Oak Square, London Road, Swanley, Kent, BR8 7AG.

3. What does this policy cover?

This Privacy Policy applies only to your use of Our Site. Our Site may contain links to other websites. Please note that We have no control over how your data is collected, stored, or used by other websites and We advise you to check the privacy policies of any such websites before providing any data to them.

4. Your rights

As a data subject, you have the following rights under Data Protection Laws, which this Privacy Policy and Our use of personal data have been designed to uphold:

- The right to be informed about Our collection and use of personal data;
- The right of access to the personal data We hold about you (see section 12);
- The right to rectification if any personal data We hold about you is inaccurate or incomplete (please contact Us using the details in section 14);
- The right to be forgotten – i.e. the right to ask Us to delete any personal data We hold about you (We only hold your personal data for a limited time, as explained in section 6 but if you would like Us to delete it sooner, please contact Us using the details in section 14);
- The right to restrict (i.e. prevent) the processing of your personal data;
- The right to data portability (obtaining a copy of your personal data to re-use with another service or organisation);
- The right to object to Us using your personal data for particular purposes; and
- Rights with respect to automated decision making and profiling.

If you have any cause for complaint about Our use of your personal data, please contact Us using the details provided in section 14 and We will do Our best to solve the problem for you. If We are unable to help, you also have the right to lodge a complaint with the UK's supervisory authority, the Information Commissioner's Office. For further information about your rights, please contact the Information Commissioner's Office or your local Citizens Advice Bureau.

5. What data do we collect?

Kaptur collects personal information when you register with Us or place an order for Our Services. Depending on your usage of Our Site we may collect the following:

- Name
- Address
- Phone Number
- Images
- Email



6. How do we use your data?

The personal information that you supply to Us may be used in several ways:

- To allow us to fulfil the terms of our contract with you;
- To provide information related to an enquiry;
- To notify you about any changes to our Services that affect you as a Client;
- For statistical analysis;
- For feedback on Service provided; and
- To ensure that content from Our Site is presented correctly.

We will use this information to provide the Services that have been requested, maintain records and, if you agree, to send marketing information. We will not, however, send you any unsolicited marketing or spam and will take all reasonable steps to ensure that We fully protect your rights and comply with Our obligations under Data Protection Laws. You have the right to withdraw your consent to Us using your personal data at any time, and to request that We delete it. We do not keep your personal data for any longer than is necessary in light of the reason for which it was first collected. Data will therefore be retained for the following periods (or its retention will be determined on the following bases):

- Daily back-up copies of Reports will be archived for a period of at least 30 days.
- On termination of a contract for Services with a Client, all Reports (including all property addresses, tenant/occupant details, reports and associated images contained within them) will be removed permanently after 30 days.
- Name, Company, Email and Telephone number information of Clients will be retained solely for the purposes of informing all existing, expired and cancelled Clients/Users of important software feature updates. This information will not be disclosed beyond our contractual obligations to any organization outside of Kaptur for any reason unless required to do so by law.

7. How and where do we store your data?

All current data is stored on and transferred through AWS (Amazon web servers) until it is deleted. Some historical data is stored on our third-party host company on dedicated servers hosted by Rackspace. Personal data collected with permission from the personal holder for the purposes of providing information to prospects is stored securely in Hubspot (please refer to Hubspot's privacy policy here: <https://legal.hubspot.com/privacy-policy>). All communication from this system has an opt-out option. All physical data is locked away until the terms of the contract are fulfilled and destroyed thereafter.

8. Data Sharing

Data will not be disclosed beyond our contractual obligations to any organization outside of Kaptur for any reason unless required to do so by law.

9. What happens if our business changes hands?

Should Our business be involved in the sale and/or the transfer of control of all or part of Our business. Any personal data that you have provided will, where it is relevant to any part of Our business that is being transferred, be transferred along with that part and the new owner or newly controlling party will, under the terms of this Privacy Policy, be permitted to use that data only for the same purposes for which it was originally collected by Us. In the event that any of your data is to be transferred in such a manner, you will be contacted in advance and informed



of the changes. When contacted you will not, however, be given the choice to have your data deleted or withheld from the new owner or controller.

10. Data Sharing

In addition to your rights under Data Protection Laws, set out in section 4, when you submit personal data via Our Site, you may be given options to restrict Our use of your data. In particular, We aim to give you strong controls on Our use of your data for direct marketing purposes (including the ability to opt-out of receiving emails from Us which you may do by unsubscribing using the links provided in Our emails and at the point of providing your details and by managing your account). You may also wish to sign up to one or more of the preference services operating in the UK: The Telephone Preference Service (“the TPS”), the Corporate Telephone Preference Service (“the CTPS”), and the Mailing Preference Service (“the MPS”). These may help to prevent you receiving unsolicited marketing. Please note, however, that these services will not prevent you from receiving marketing communications that you have consented to receiving.

11. Your rights to withhold information

You may access certain areas of Our Site without providing any data at all. However, to use all features and functions available on Our Site you may be required to submit or allow for the collection of certain data

12. How can you access your data?

You have the right to ask for a copy of any of your personal data held by Us (where such data is held). We will provide any and all information in response to your request free of charge. Please contact Us for more details at info@kaptursoftware.co.uk, or using the contact details below in section 14.

13. Cookies usage

Our site does not use any first part cookies that have been place directly by Us and are Used only by Us. Please note that We have no control over how cookies are used by other websites and We advise you to check the privacy policies of any such websites before providing using them.

14. Contacting us

If you have any questions about Our Site or this Privacy Policy, please contact Us by email at info@kaptursoftware.co.uk, by telephone on 0203 278 3699, or by post at 1 White Oak Square, London Road, Swanley, Kent, BR8 7AG. Please ensure that your query is clear, particularly if it is a request for information about the data we hold about you (as under section 12, above).

15. Changes to our privacy policy

We may change this Privacy Policy from time to time (for example, if the law changes). Any changes will be immediately posted on Our Site, and you will be deemed to have accepted the terms of the updated Privacy Policy on your first use of Our Site following the alterations. We recommend that you check this page regularly to keep up to date.