

Effective Date: 28th March 2025

1. Who We Are

Four Pillars Lettings ("we", "our", or "us") operates the website

www.fourpillarslettings.co.uk. We are a UK-based property lettings and management company committed to protecting your personal information and respecting your privacy.

2. Information We Collect

We may collect the following data:

- Personal identification (e.g. name, email address, phone number)
- Property-related preferences and enquiry data
- IP address and device/browser info via cookies
- Communication history (e.g. messages or enquiries through our site)

3. How We Use Your Data

Your information is used to:

- Respond to property enquiries
- Provide updates, newsletters (if opted-in)
- Fulfil contractual obligations
- Improve website performance and user experience
- Comply with legal obligations (e.g. anti-fraud)

4. Legal Basis for Processing

We process your data under the following lawful bases:

- Consent
- Performance of a contract
- Legitimate interests
- Legal compliance

5. Sharing Your Data

We do not sell your data. We may share your information with:

- Service providers (IT, web hosting, CRM, payment processors)
- Legal authorities (if required)
- Business partners, but only with consent

6. Data Retention

We retain personal data only as long as necessary:

- Enquiry data: up to 12 months
- Client records: up to 6 years for legal/accounting compliance

7. Your Rights Under UK GDPR

You have the right to:

- Access your data
- Request correction or deletion
- Object to or restrict processing
- Withdraw consent
- Lodge a complaint with the ICO (www.ico.org.uk)

8. Cookies

We use essential and analytics cookies. By using our site, you consent to our use of cookies. You can manage your cookie preferences through your browser settings.

9. Third-Party Links

Our site may link to third-party websites. We are not responsible for their privacy practices.

10. Contact Us

For privacy-related questions, contact:

Email: hello@fourpillarslettings.co.uk

Address: 71-75 Shelton Street, Covent Garden, London, United Kingdom, WC2H 9JQ