

Privacy Policy

Introduction

Your privacy and trust are important to us and this Privacy Policy (“Policy”) provides important information about how mio (“we” or “us”) handles personal information. We are the controller and are responsible for your personal information. This Policy applies to personal information which we process in the course of doing business with you, including when you purchase a product or service from us (collectively, our “Services”). We will also collect personal information provided by you through the mio website and App.

Where you are using the App, we are providing this to you on behalf of your estate agent (our Client). We act as a data processor for our Clients, who use our Services for sales progression purposes. Your estate agent will be the data controller in respect of most of the personal data you provide when using the App, so we recommend that you read their privacy policy. However we will act as the controller in respect of certain technical data that we collect when you use the App and any information you provide if you report a problem with the App to us. We will only use this personal data for the purposes of ensuring security of the App, troubleshooting and data analysis.

Please read this Policy carefully and contact us if you have any questions about our privacy practices or your personal information choices.

mio is one of the trading names of TM Group (UK) Limited for its online property technology services and products.

If we make changes we consider to be important, we will let you know by placing a notice on our website and/or contacting you using other methods such as email or APP update.

This Policy was last updated on 5th October 2020

Information we collect from you

We may collect and process the following information about you:

Information you provide to us

You may provide us with information in several ways, including by filling in forms on our websites or on our App or by corresponding with us by phone, email and live chat. This includes information you provide when you register for an account or subscribe, , enter a competition, promotion or survey, provide feedback or report a problem with our Services or App.

This information may include any information you add to your profile (for example, your name, address, email address, phone number, profile picture and user name), or include in correspondence with us.

Information we collect about you

When you use our website, Services or App, we automatically collect information about your device, including your IP address, information about your visit (including how you got to our websites) and how you use our App and Services. We may combine this information with other information you have provided to us or which we have received from other sources.

Information we receive from other sources

If you use any of the other websites or services provided by the TM Group (UK) Limited or its customers, we may receive information about you or your device in relation to that use, including your IP address, information about your visits and how you use the services of mio.

How we use your personal information

We use your personal information for the following purposes:

- **Providing our services to you and fulfilling your requests**

Providing you with the information, products and services you request from us or another TM Group (UK) Limited company

Allowing you to participate in our interactive features when you choose to do so.

- **Marketing and advertising**

Providing you with information about goods and services that we think may interest you, which may be based on inferences about your likely interests based on your activity on mio or TM Group (UK) Limited companies.

Customising or enhancing your experience of our Services, which may use inferences about your likely interests based on your activity on mio.

- **Service improvement and account management**

Ensuring that our content is presented in the most effective manner for you and your device.

Administering our website, Services and App and for internal business administration (for example, troubleshooting, data analysis, testing, research, statistical and survey purposes).

Protecting our interests and those of third parties and as part of our efforts to keep our services safe and secure.

Managing and operating your account with us.

Legal basis for processing

Our legal basis for processing your personal information for the purposes described above will typically be one of the following:

Consent

You have consented to us using your personal information for this purpose (for example, when you create an account with us, agree to receive marketing emails from us or create an alert). You can withdraw your consent at any time by deleting the information from your account or updating your marketing preferences.

Legitimate interests

It is in our legitimate interests to use your personal information to operate, improve and promote our services (for example, when we customise your experience of our services or use your information for analytics purposes) and to protect our business.

Legal obligations

It is necessary for us to use your personal information for mio to comply with a legal obligation.

Sharing your personal information

We share IT infrastructure with other TM Group (UK) Limited companies, and so we may share your personal information with those companies to help store your data efficiently and securely.

We may also share your personal information with third parties in the following circumstances:

Our service providers: to help us run our business and perform services you request

We may provide your personal information to our business partners, suppliers and subcontractors who provide services to us or where necessary to perform a service that you have requested. When you are passed to a third party site, their own privacy policies will apply to how they use your personal information. You can find these privacy policies on their websites and you should check that you are happy with them before submitting your enquiry.

Advertisers and advertising networks: to serve relevant adverts to you and others

We may provide your personal information to our partner advertisers and advertising networks that require that information to select and serve relevant adverts to you and others.

Storing your personal information

We currently store or process your personal information inside of the European Economic Area (“EEA”) conforming to the Data Protection Act 2018 which encompasses the General Data Protection Regulation (EU) 2016/679.

We will only retain your personal data for as long as reasonably necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, regulatory, tax, accounting or reporting requirements. We may retain your personal data for a longer period in the event of a complaint or if we reasonably believe there is a prospect of litigation in respect to our relationship with you.

To determine the appropriate retention period for personal data, we consider the amount, nature and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal, regulatory, tax, accounting or other requirements.

Details of retention periods for different aspects of your personal data are available on request.

Your rights

Data protection law gives you the right to access your personal information, to object to the use of your personal information for certain purposes, and the right to erase, restrict or receive a machine-readable copy of your personal information. You can access, update and delete your mio account information by logging into your mio account. If you cannot fulfil your request using these tools, please email privacy@mio.co.uk or contact us using the address below.

We will handle your request in accordance with the law. This means there may be legal reasons why we cannot fulfil all requests.

Links to third party websites

Our websites and App may contain links to other websites. This privacy policy does not apply to those other websites and we do not accept liability for the content of any other website. Please check the privacy policy of any other website before submitting any personal information to it.

Contact us

If you have questions about this privacy policy or the way in which mio processes your personal information, you can contact us using the details below:

Post: Data Protection Manager, TM Group (UK) Limited, 1200 Delta Business Park, Swindon. SN5 7XZ

Email: privacy@mio.co.uk

We hope that we will be able to resolve any questions or concerns you have. However, you may at any time raise your concern with the [UK Information Commissioner](#) at:

Post: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF