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## 1. Introduction & General Terms

M3 Housing Ltd is committed to protecting your personal information when you are using our services. This Privacy Policy relates to our use of any personal information you provide to us via phone or text, by email, in letters or correspondence.

It also relates to our use of any personal information you provide to us online or on mobile.

In order to provide you with a full range of services, we sometimes need to collect information about you.

This Privacy Policy explains the following:

- what information M3 Housing Ltd may collect about you;
  - how M3 Housing Ltd will use information we collect about you;
  - when M3 Housing Ltd may use your details to contact you;
  - whether M3 Housing Ltd will disclose your details to anyone else;
  - your choices regarding the personal information you provide to us;
  - the use of cookies on the M3 Housing Ltd website and how you can reject these cookies.
- Whenever you provide personal information, we are legally obliged to use your information in line with all laws concerning the protection of personal information, including the Data Protection Act 1998 (these laws are referred to collectively in this Privacy Policy as the "data protection laws").

The M3 Housing Ltd website contains hyperlinks to websites owned and operated by third parties. These third party websites have their own privacy policies, and are also likely to use cookies, and we therefore urge you to review them. They will govern the use of personal information you submit, which may also be collected by cookies whilst visiting these websites. We do not accept any responsibility or liability for the privacy practices of such third party websites and your use of such websites is at your own risk.

M3 Housing Ltd also trades as M3.

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## 2. Who are we?

M3 was formed in 2004 by experienced practitioners to provide a unique combination of expertise in social housing, surveying and software design. The company also provides an expanded consultancy service through [M3 Consultancy](#).

M3 has grown substantially since then by providing excellent products and reliable services at reasonable cost.

M3 liaises with the [National Housing Maintenance Forum](#), which focuses on advising maintenance practitioners on good practice. M3 organises the NHMF maintenance conference: the biggest of its kind in the UK.

Many of our schedules are implemented by our partners, [Rand Associates](#). Since 2009 M3 provides schedules and diagnostics for corporate offices and other buildings.

This site has information about all our products and services. You can also find out prices, order products, download evaluation versions of our software, and explore links to our other related sites.

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## 3. What information will M3 Housing Ltd collect about me?

When you participate in, access or sign up to any of M3 Housing Ltd's services, activities or online content, such as registering for a website account, registering for a demonstration of one of our products, contacting us through our contact page, etc. we may receive personal information about you. This can consist of information such as your name, email address, postal address, telephone or mobile number, depending on the activity.

By submitting your details, you enable M3 Housing Ltd to provide you with the services, activities or online content you select.

M3 Housing Ltd also uses cookies (see <http://www.m3h.co.uk/company/legal/m3-cookie-policy> for details).

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#### **4. How will M3 Housing Ltd use the information it collects about me?**

M3 Housing Ltd will use your personal information for a number of purposes including the following:

- to provide our services, activities or online content and to deal with your requests and enquiries;
- for "service administration purposes", which means that M3 Housing Ltd may contact you for reasons related to the service, activity or online content you have signed up for, as set out in section 5 below (e.g. to provide you with password reminders or to notify you that a particular service, activity or online content has been suspended for maintenance);
- to contact you about a submission you have made, including any content you provide;
- to provide you with information about our services, activities or online content;
- to use IP addresses to identify the location of users, to block disruptive use, to establish the number of visits from different countries and to determine whether you are accessing the services from the UK or not;
- to analyse and improve the services offered on M3 Housing Ltd websites;

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#### **5. When will M3 Housing Ltd contact me?**

M3 Housing Ltd may contact you:

- in relation to any service, activity or online content you have signed up for in order to ensure that M3 Housing Ltd can deliver the services to you;
- in relation to any correspondence we receive from you or any comment or complaint you make about M3 Housing Ltd products or services;
- to invite you to participate in surveys about M3 Housing Ltd services (participation is always voluntary); and
- for marketing purposes, where you have agreed to this (see section 6 below).

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#### **6. Will I be contacted for marketing purposes?**

M3 Housing Ltd will only use your information for marketing purposes, or to promote new services, activities or online content where you have agreed to this.

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#### **7. Will M3 Housing Ltd share my personal information with anyone else?**

We will keep your information confidential except where disclosure is required or permitted by law (for example to government bodies and law enforcement agencies) or as described in section 8 below.

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#### **8. Offensive or inappropriate content on M3 Housing Ltd websites**

If you post or send offensive, inappropriate or objectionable content anywhere on or to M3 Housing Ltd websites or otherwise engage in any disruptive behaviour on any M3 Housing Ltd service, M3 Housing Ltd may use your personal information to stop such behaviour.

Where M3 Housing Ltd reasonably believes that you are or may be in breach of any applicable laws (e.g. because content you have posted may be defamatory), M3 Housing Ltd may use your personal information to inform relevant third parties such as your employer, school email/internet provider or law enforcement agencies about the content and your behaviour.

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#### **9. What if I am a user aged 16 or under?**

If you are aged 16 or under, please get your parent/guardian's permission before you provide any personal information to M3 Housing Ltd. Users without this consent are not allowed to provide us with personal information.

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### **10. How long will M3 Housing Ltd keep my personal information?**

We will hold your personal information on our systems for as long as is necessary for the relevant activity, or as long as is set out in any relevant contract you hold with M3 Housing Ltd.

Where you contribute material to M3 Housing Ltd we will generally only keep your content for as long as is reasonably required for the purpose(s) for which it was submitted. We do, however, reserve the right to keep content indefinitely as required. You have the right to find out what content M3 Housing Ltd holds as detailed in section 11.

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### **11. What if I am accessing M3 Housing Ltd websites outside the UK?**

There is no international version of the M3 Housing Ltd website and content is identical whether you are accessing the website from inside the UK or outside. One exception is the order form which examines your IP address and locks out your IP address if it determines it originates in France. This is for reselling purposes. French clients should contact

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### **12. Cookies Policy - Information M3 Housing Ltd collects from you**

Please view our cookie policy for more information at <http://M3 Housing Ltd.co.uk/company/legal/m3-cookie-policy>

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### **13. Changes to M3 Housing Ltd's Privacy Policy**

This Privacy Policy may be updated from time to time so you may wish to check it each time you submit personal information to M3 Housing Ltd. If you do not agree to these changes, please do not continue to use M3 Housing Ltd websites to submit personal information to us. If material changes are made to the Privacy Policy we will notify you by placing a prominent notice on the website.

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### **14. Contacting M3 Housing Ltd about this Privacy Policy**

If you any questions or comments about this Privacy Policy please contact:

The Data Protection Officer

5 Commonside East

Mitcham

Surrey

CR4 2QA

(Email: [info@m3h.co.uk](mailto:info@m3h.co.uk))

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