

Privacy Notice

This explains what personal data we hold about you, how we collect it, and how we might share and use information about you during our management of properties and after it ends. We are required to notify you of this information under GDPR (General Data Protection Regulation).

Please ensure you read this notice and any further correspondence relating to this matter. This notice contains important information on who we are, how and why we collect, store, use and share personal information, your rights in relation to your personal information and how to contact us and supervisory authorities in the event you have a complaint.

1) WHO WE ARE

R I Property Services is a residential lettings and management agency. We collect, use and are responsible for certain personal information about you. When we do so we are regulated under the GDPR which applies across the European Union (including in the United Kingdom) and we are responsible as controller of that personal information for the purposes of this law.

2) DATA PROTECTION PRINCIPLES

We will comply with the data protection principles when gathering and using personal information, as set out under the GDPR data protection policy.

3) THE PERSONAL INFORMATION WE COLLECT, RECEIVE AND USE: INFORMATION COLLECTED BY US

In the course of letting and management of properties we collect personal information when provided to us. This may include:

- | | |
|---------------------|-------------------------|
| ▪ Name | ▪ E-mail Addresses |
| ▪ Contact Details | ▪ Property Details |
| ▪ Address | ▪ Identification |
| ▪ Property Address | ▪ Personal Data |
| ▪ Telephone Numbers | ▪ Financial Information |
| ▪ Work Details | ▪ Bank Details |

We will usually have received this information directly from you. However, we may also receive personal data about you from other sources, such as from the other party to a

transaction you are engaged in or from joint agents. Family members also sometimes provide information about each other.

Other sources of information may include: *Referencing Agencies, Employers, Banks, Accountants, Bookkeepers, Contractors, Emergency out of hours contractors, Surveyors, Insurance Brokers/providers, ARLA, Fire Brigade, Police, Local Authorities, Utility Providers, HMRC, Managing Agents, Estate Agents, The Tenancy Deposit Scheme (TDS), Software Providers, IT Support, etc.*

The provision of the personal information (as above) is required to enable us to perform our services as managing agent appointed for and on behalf of each estate.

We will inform you at the point of collecting information from you, whether you are required to provide the information to us.

4) HOW WE USE YOUR PERSONAL INFORMATION

Our use of such personal data is subject to data protection law. We will typically collect and use this information for the performance of our letting and management services. For the purposes of our legitimate interests or those of a third party, but only if these are not overridden by your interests, rights or freedoms.

We seek to ensure that our information collection and processing is always proportionate. We will notify you of any material changes to information we collect or to the purposes for which we collect and process it.

5) WHO WE SHARE YOUR PERSONAL INFORMATION WITH

We take your privacy seriously. We will never sell your personal data to anyone, and we take precautions to keep it secure.

It will sometimes be a normal and necessary part of our work to pass on information (such as names, addresses and telephone numbers) to third parties.

This personal information may be shared with the following categories of recipients: *Referencing Agencies, Employers, Banks, Accountants, Bookkeepers, Contractors, Emergency out of hours contractors, Surveyors, Insurance Brokers/providers, ARLA, Fire Brigade, Police, Local Authorities, Utility Providers, HMRC, Managing Agents, Estate Agents, The Tenancy Deposit Scheme (TDS), Software Providers, IT Support, etc.*

This data sharing enables us to perform our services as managing agent.

We will share personal information with law enforcement or other authorities if required by applicable law. We will not share your personal information with any other third party.

6) WHERE YOUR PERSONAL INFORMATION MAY BE HELD

Information may be held at our office and third-party agencies, service providers, representatives and agents as described above. We have security measures in place to seek to ensure that there is appropriate security for information we hold including those measures detailed in the GDPR data protection policy. Or, for example, a set number of years after a data subject ceases to be a client, landlord or tenant.

7) HOW LONG YOUR PERSONAL INFORMATION WILL BE KEPT

We will hold your personal data for at least the duration of a letting and management agreement / contract.

8) YOUR RIGHTS

Under GDPR you have the rights to:

- Fair processing of information and transparency over how we use your use personal information
- Access to your personal information and to certain other supplementary information that this Privacy Notice is already designed to address
- Require us to correct any mistakes in your information which we hold
- Require the erasure of personal information concerning you in certain situations
- Receive the personal information concerning you which you have provided to us, in a structured, commonly used and machine-readable format and have the right to transmit those data to a third party in certain situations
- Object at any time to processing of personal information concerning you for direct marketing
- Object to decisions being taken by automated means which produce legal effects concerning you or similarly significantly affect you
- Object in certain other situations to our continued processing of your personal information
- Otherwise restrict our processing of your personal information in certain circumstances
- Claim compensation for damages caused by our breach of any data protection laws

For further information on each of those rights, including the circumstances in which they apply, see the Guidance from the UK Information Commissioner's Office (ICO) on individuals' rights under the General Data Protection Regulation.

If you would like to exercise any of those rights, please email **r.i.services@btconnect.com** or write to us at **60 Grove Road, Sutton, Surrey, SM1 1BT**.

When you contact us, please:

- Let us have enough information to identify you, e.g. full name, address and property address.
- Let us have proof of your identity and address (a copy of your driving licence or passport and a recent utility or credit card bill).
- Let us know the information to which your request relates, including any account or reference numbers, if you have them.

9) KEEPING YOUR PERSONAL INFORMATION SECURE

We have appropriate security measures in place to prevent personal information from being accidentally lost or used or accessed in an unauthorised way. We limit access to your personal information to those who have a genuine business need to know it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality.

We also have procedures in place to deal with any suspected data security breach.

We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

10) HOW TO COMPLAIN

We hope that we can resolve any query or concern you raise about our use of your information. Please contact us, **R I Property Services**, in the first place. Please note that all our calls are recorded for training and quality purposes.

The GDPR also gives you right to lodge a complaint with a supervisory authority, in particular in the European Union (or European Economic Area) where you work, normally live or where any alleged infringement of data protection laws occurred.

The supervisory authority in the UK is the Information Commissioner who may be contacted through their website at <https://ico.org.uk/concerns/> or by writing to Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.