

Privacy Policy

View2Rent Property Management is committed to protecting and respecting your privacy.

This policy sets out the basis on which any personal data we collect from you or that you provide us with will be processed by us.

At View2Rent Property Management we recognise that in order to carry out our services we must collect and use personal data.

Personal data means any information relating to an individual from which that individual may be identified. Such examples are their name, address or proof of identification. We will manage the any personal data in accordance with the Data Protection Act 2018 in whichever manner that such data is collected, recorded or used. View2Rent Property Management will follow the principles set out in the Data Protection Act 2018. These principles require that data shall:

- be processed fairly and lawfully
- be processed for limited purposes
- be adequate, relevant and not excessive
- be accurate and up-to-date
- not be kept for longer than is necessary
- be processed in line with the rights of data subjects
- be processed securely
- not be transferred to a country or territory outside the European Economic Area without adequate safeguards

We will always manage data lawfully and fairly and in particular, in compliance with the Data Protection Act 2018 and all related legislation.

Information you give to us:

- Any information you give to us to carry out our obligations arising from any contracts entered in to between you and View2Rent and to provide you with the information, products and services that you request from us.
- To provide you with information about other services we offer that are similar to those that you have already enquired about
- To notify you about any changes to our services

1. What information does the Agent collect and process?

The Agent collects and processes a range of personal information (personal data) about you. Personal data means any information about an individual from which the person can be identified. This includes:

- Identity and personal contact details, such as your name, title, address, email address and telephone number;
- Background information such as next of kin, dependants & emergency contacts;
- Bank account details, bank references;
- Rental payment records and utilities payment records;
- Repair and safety records;
- Breach of tenancy terms/complaints
- Council Tax and utilities records;
- CCTV and audio recordings
- General correspondence in all formats (letters, emails, text messages etc).

In some cases, the Agent collects personal data about you from third parties, such as:

- Local authorities;
- Utility companies or service providers;
- Letting/managing agents
- Websites or online rental portals such as Zoopla & On The Market.

Data is stored in a range of different places, including in paper files and in the Agents IT systems (including the Agents email system).

2. Why does the Agent process personal data?

The Agent needs to process data to consider applications for letting and managing property. In addition, the Agent needs to process data to ensure that we are complying with our legal obligations.

3. If you fail to provide personal information

If you do not provide certain information when requested, the Agent may not be able to assist you with their letting and property management services.

4. Change of purpose

The Agent will only use your personal information for the purpose for which it was collected unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If we need to use your personal information for an unrelated purpose, we will advise you of this and explain the legal basis which allows us to do so.

You should be aware that we may process your personal information without your knowledge or consent where this is required or permitted by law.

5. For how long do you keep data?

The Agent will only hold your personal data for as long as is necessary to fulfil the purposes we collected it for, including any legal, accounting or reporting requirements.

6. **Who is data shared with?**

Your information will be shared internally, including all employees of View2Rent Property Management

The Agent also shares your data with third parties where required by law, or where it is necessary in order to administer the relationship with you or where we have another legitimate interest in doing so. Information can be shared with: [The Agent will not transfer your data to countries outside the European Economic Area.]

7. **How do we protect data?**

We take the security of your data very seriously. We have internal policies and controls in place to prevent your data being lost, accidentally destroyed, misused or disclosed. Details of these measures are available on request.

When View2Rent engages third parties to process personal data on its behalf, they do so on the basis of written instructions, are under a duty of confidentiality and are obliged to implement appropriate technical and organisational measures to ensure the security of data.

8. **Your duty to inform us of changes**

It is important that the personal information we hold about you is accurate and current. Please be sure to keep us informed if your personal information changes during the tenancy application process or during the course of a tenancy.

9. **Your Rights**

As a data subject, you have a number of rights. You can:

- access and obtain a copy of your data on request (known as a “data subject access request”);
- require the Agent to change incorrect or incomplete data;
- request erasure of your personal information. This enables you to ask the Agent to delete or stop processing your data, for example where the data is no longer necessary for the purposes of processing;
- object to the processing of your data where the Agent is relying on its legitimate interests as the legal ground for processing; and
- ask the Agent to suspend the processing of your personal data for a period of time if data is inaccurate or there is a dispute about its accuracy or the reason for processing it.

If you would like to exercise any of these rights, or you have any questions about the privacy notice, please contact us on 01656 771150 or via email enquiries@view2rent.co.uk