

## GENERAL DATA PROTECTION REGULATIONS

1. By entering into this agreement with us you will provide to us various pieces of personal information, which we will need to provide you with the high-quality service you require, to ultimately facilitate the successful rental and/or property management services.
2. The information required by us will vary depending on circumstances. It will include the information within this agreement, but it may not be limited to this information -
  - Names and addresses
  - Contact telephone numbers
  - Email addresses
  - Personal identification information and documentation
  - Bank details
  - Information about the property
3. In all cases we will hold your personal information securely, either in hard copy on our property files or digitally within our software.
4. We will provide it to others only where it is required and as outlined below, or in accordance with your stipulated wishes.
5. Your information will not be passed to a third party not listed in clause 1.6 without obtaining your consent.
6. Specifically, we will hold and use your information in the following manner

**Identification Details** - We may hold copies of your photographic identity documents and at least one document that confirms your home address. This is required to protect our position and look after your interests. It assists us to ensure we are dealing with the owners of the property and we are not becoming involved in any money laundering situation. This will never be passed to third parties.

**Prospective Tenants** - Basic information about your property will be held. This information will include the property details we produced and any information you provide to us in a property information questionnaire. It will be provided to anyone who makes an enquiry about potentially viewing or letting your property.

**Viewings** - We will organise viewings on your behalf, to suit you, the viewer and any tenant who may be residing at the property. Where we are conducting the viewing for you, it is important that you check your property prior to the viewing to ensure that any personal information you would not wish a viewer to see is removed.

**Negotiating with prospective tenants** - We will negotiate with prospective tenants. This process will involve providing potential tenants with relevant personal information to facilitate a successful negotiation.

**Tenancy Applicants** - We will deal with applicants to ensure we provide you with appropriate information to decide on the acceptability of the applicant. This will involve providing you with relevant and necessary personal information about the applicant. You should ensure that you treat any information we provide to you as confidential and it must not be passed on or shared with any other person or business.

**Tenants** - Once a tenancy is agreed we will provide the tenant with your personal contact information, as there is a legal requirement to do this.

**Sub-Contractors** - We may sub-contract out some of the services we provide to you under this agreement, such as photography, accompanied viewings, erection of TO LET boards, inventory checks and property inspections during tenancies. A list of the third party sub-contractors is available on request.

**Contractors** - We hold a list of preferred contractors who we may use to provide services to you at the property we are marketing and/or managing. We may obtain estimates / quotes for work from these contractors and we may instruct them to carry out work on your behalf. To do this we will provide the appropriate personal information they need to provide the required services. A full list of these contractors is available upon request. Please contact the office.

**Utility suppliers** - We will provide your details to the appropriate utility suppliers, as and when it is required to ensure correct billing from the suppliers.

7. Your details may be added to our mailing list and we may send you information regarding other relevant services we can provide to you. You will be able to unsubscribe to these emails at any time.
8. We will retain the personal information we hold for up to 6 years, because the time limit for any party to initiate civil action against us should they believe they have a claim is 6 years.
9. If you would like to contact us regarding any data issue, please contact **Steven Gallet** on telephone number 01782 715725 or email [sg@rorymack.co.uk](mailto:sg@rorymack.co.uk)
10. You have the following rights relating to the information we hold on you -
  - a. The right to make a Subject Access Request (SAR) to find out more about the data we hold about you;
  - b. The right to be informed;
  - c. The right of access;
  - d. The right to rectification;
  - e. The right to erasure (also known as the 'right to be forgotten');
  - f. The right to restrict processing;
  - g. The right to data portability;
  - h. The right to object.
11. **Time periods** - We will retain the personal information we hold for up to 6 years, because the time limit for any party to initiate civil action against us, should they believe they have a claim, is 6 years.

More information on how we hold and process your data is available on our website - [www.rorymack.co.uk](http://www.rorymack.co.uk)

More information on your rights is available at [www.ico.org.uk](http://www.ico.org.uk)