

GENERAL DATA PROTECTION REGULATIONS

1. By entering into this tenancy agreement with our landlord 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 ensure your residency runs smoothly.
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
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.
 - Tenancy Agreements and other related documents** - Once a tenancy is agreed we will provide a copy of the tenancy agreement and any other related documents to our client, the landlord.
 - Sub-Contractors** - We may use sub-contractors to carry out maintenance or repair work on the property, or conduct inventory checks and property inspections during tenancy. A list of the third party sub-contractors is available on request.
 - 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
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

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