

Privacy Notice

At Prestige Properties we are committed to protecting your privacy. This privacy notice sets out our privacy practices and explains how we collect, process, hold and store client data and with whom we share this information with.

The information we handle is only that which is required by us so that we may deliver the services you require. Except as provided in this Privacy Notice, we do not supply your client data to any third party unless you have expressly authorised us to do so and we do not share your details with any other company for marketing purposes.

Our Privacy Notice will be reviewed on a regular basis and may be updated from time to time. We will notify you via email when this happens and provide you with a copy of the most recent and up-to-date Privacy Notice.

How We Collect Your Client Data – The following outlines the processes we employ to collect information:

- **Contact us** – We may record, use and store any data provided by telephone, by post, by hard copy documentation, by e-mail or other electronic communication provided by you. This is to ensure that we can refer to any data you have provided to us and to ensure the information we hold is accurate
- **From Landlords or Agents** – When receiving new instructions, any data held by the landlord or former managing agents will be transferred to us. We may record, use and store any of this information

Why Do We Collect Client Data – The personal information we collect is used to:

- Enable us to obtain relevant references to verify your suitability for the property
- Enable us to provide you with a tenancy
- Enable us to instruct relevant contractors as necessary
- Enable us to fulfil contractual obligations as part of the tenancy agreement
- Ensure we comply with lawful obligations

Disclosing Client Data to Third Parties:

- We will not sell, share or rent any data held on you to any third party for marketing purposes;
- We may, at our discretion, disclose client data that is required by the police or emergency services;
- We may disclose specific personal information where we are required to by law;
- We may disclose your name, property address, telephone number and e-mail address to the following:
 - Employees of Prestige Properties
 - Joint tenants and guarantors
 - Internal and external contractors
 - Fixture and furniture suppliers
 - Utility companies
 - Inventory companies
 - Mortgage companies

- Landlords and their accountants, solicitors and employees
- Property Management Agencies appointed by Prestige Properties or the landlord
- Relevant Tenancy Deposit Scheme
- Freeholders
- Insurance brokers
- Surveyors
- Local Authority including Council Tax department
- County Court and Legal Professionals
- HMRC
- Credit referencing agencies
- Fraud prevention agencies
- Companies you ask us to share your data with such as future landlords or referencing companies

Viewing, Changing or Removing Client Data:

- **You may view all the Client Data that we hold about you.** This information is supplied free of charge. We can charge a reasonable fee when a request is manifestly unfounded, excessive, repetitive or if the information has already been supplied. We must supply information without delay and in any event within one month. This can be extended by up to two months if the request is considered complex, numerous or repetitive. We must verify the identity of the person making the request before releasing the data;
- **You may correct or update your Client Data;**
- **You may withdraw your consent (partial or complete) at any time.** Except where contractually or lawfully obligated, we will remove any consent previously provided;
- **You may request that all Client Data held be removed or transferred.** Except where contractually or lawfully obligated, all data held will be removed or transferred as requested

How We Store Client Data

- Your data will be stored securely in line with industry best practices at all times
- Your data will be stored only on servers in a GDPR compliant location
- Hard copies of data will be stored in lockable filing cabinets

How Long We Store Your Client Data

- Your data will be kept as long as you are a client;
- After you stop being a client, we may keep data for up to 8 years for one or more of the following reasons:
 - In accordance with lawful obligations
 - To respond to queries or complaints
 - In the event of legal action

How We Dispose of Client Data:

- Electronic data is deleted from computers, servers and any back up system in place
- Hard copy data is shredded and disposed of

