

FRIAR LETTINGS PRIVACY POLICY

Date of last review – May 2018

WEBSITE PRIVACY & COOKIE POLICY

This policy describes how Friar Lettings use your personal data.

It also describes your data protection rights, including a right to object to some of the processing which we may carry out. More information about your rights, and how to exercise them, is set out in the “What rights do I have?” section of this policy.

Friar Lettings is a trading name Friar Lettings (Holborn) Ltd, Registered address 446a Green Lanes London N13 5XD Friar is data controller of your personal data.

Summary of how we use your data

- Friar lettings use your personal data to deliver services to you, to send you information about properties and property related services you may request of us or that we think will be of interest to you, also to conduct searches about your identity, your current and past residency addresses, and your right to live in the UK and credit history to meet applicable laws and to provide a recommendation to landlord clients, on your suitability as a tenant
- Information about you is shared with partners as described in this policy who have undertaken to hold your personal data in compliance with applicable laws.

What information do we collect?

We collect and process personal data about you when you interact with us and when you register with us to receive our services. Other than the personal data which you give us (which will usually include, name, address, telephone number, email address, date of birth, credit history, previous addresses, bank details, ownership details and identification) in response to requests from us or other parties to a transaction which you are participating in.

What information do we receive from third parties?

Sometimes, we receive information about you from third parties. In particular

- Previous or current landlords for the purpose of referencing;
- Employer Reference for the purpose of referencing;
- Bank Reference for the purpose of referencing;

How do we use this information, and what is the legal basis for this use?

We process this personal data for the following purposes:

- To fulfil a contract. This includes:
 - . providing our services including processing information in connection with a property's letting, arrangements for the transfers of funds by or to third parties, end of contract arrangements;
 - . Communicating with you.
 - .
- As required by us to conduct our business and pursue our respective legitimate interests, in particular:
 - o we will use your information to provide services to you before we have a contract with you (for instance sending Tenants property details), and to respond to any comments or complaints you may send us;
 - o the Company does not monitor use of our websites or online services, and does not collect your information from the above.
 - o the Company does not use Cookie services;
 - o We use information you provide to investigate any complaints received from you or from others, about our services or the properties which we deal with;
 - o We will use data in connection with legal claims, compliance, regulatory and investigative purposes as necessary (including disclosure of such information in connection with legal process or litigation); and
- Where you give us consent:

Where we ask you for consent, we will use the data for the purpose which we explain at that time.

- For purposes which are required by law:
 - o to verify your identity
 - o In response to requests by government or law enforcement authorities conducting an investigation.
- . Solicitor or Conveyancing

Withdrawing consent or otherwise objecting to direct marketing.

We may share your data with

- Solicitors and conveyancing agents for legal advice relating to your property;
- Any other named party to a signed contract, such as your landlord or tenant;
- Third parties who provide services to the property for maintenance and repairs including

plumbers/electricians/builders/carpenters-); plus gas certs

- Surveying companies for surveying services required for the sale/purchase of your property;
- Utilities companies where we are required to do so to adhere to a tenancy agreement;
- Referencing companies to obtain references for letting a property;
- Block managers where a let property is a leasehold property;
- Inventory companies who conduct check ins and check outs; and
- Insurance and warranty companies where you have decided to buy a product or service through us.

Personal data may be shared with government authorities and/or law enforcement officials if required for the purposes above, if mandated by law or if required for the legal protection of our legitimate interests in compliance with applicable laws.

In the event that we sell or integrate our business with another business, your details will be disclosed to our advisers and any prospective purchaser's adviser and will be passed to the new owners of the business.

How long will you retain my data?

Where we process personal data in connection with performing a contract, we keep the data for 7 years from your last interaction with us.

Where we process registration data, we do this for as long as you are an active with us and 7 years thereafter .

COOKIES AND SIMILAR TECHNOLOGIES

We do not use Cookies or any other Technologies

Changes to our Privacy Notice

Any changes we may make to this policy in the future will be posted on this page and, where appropriate, notified to you by e-mail. Please check back frequently to see any updates or changes to our policy.

What rights do I have?

You have the right to ask us for a copy of your personal data; to correct, delete or restrict (stop any active) processing of your personal data; and to obtain the personal data you provide to us for a contract or with your consent in a structured, machine readable format, and to ask us to share (port) this data to another controller.

In addition, you can object to the processing of your personal data in some circumstances (in particular, where we don't have to process the data to meet a contractual or other legal requirement).

These rights may be limited, for example if fulfilling your request would reveal personal data about another person, or if you ask us to delete information which we are required by law to keep or have compelling legitimate interests in keeping.

To exercise any of these rights, you can get in touch with us using the details set out below. If you have unresolved concerns, you have the right to complain to the Information Commissioner's Office.

How do I get in touch with you?

If you have any questions about this policy you can get in touch with us at admin@friarlettings.co.uk