

This notice explains what information we collect, when **we** collect it and how **we** use this. During the course of our activities, we will process personal data (which may be held on paper, electronically, or otherwise) about you and we recognise the need to treat it in an appropriate and lawful manner. The purpose of this notice is to make you aware of how we will handle your information.

Who am I?

Chi Space Property Management Ltd take the issue of security and data protection very seriously and strictly adhere to guidelines published in the General Data Protection Regulation (EU) 2016/679 (May 2018), together with any domestic laws subsequently enacted. We acknowledge that we are the 'data controller' for legal purposes of any personal data that you provide to us.

Our Data Protection Officer is Hannah Radice.

Any questions relating to this notice and our privacy practices should be sent to hannah@chispace.co.uk

How we collect information from you and what information we collect:

We may collect information about you from your application for property management services, including:

- name, telephone number, email address and postal address,
- address of any rental properties,
- bank details (for the purpose of transferring rent payments),
- contact details for someone that can act on your behalf in case of emergency,
- details of any trade organisation memberships,
- details of any service providers, including insurance providers, at your rental properties and your account details with them (as required for any management of that you request).

Why we need this information about you and how it will be used:

We need your information and will use your information:

- to undertake and perform our obligations and duties to you in accordance with the terms of our contract with you;
- to enable us to supply you with the services and information which you have requested;
- to help you to manage your tenancies;
- to contact you or your proxy in the case of an emergency;
- to carry out due diligence as letting agents;
- to analyse the information we collect so that we can administer, support and improve and develop our business and the services we offer;
- to contact you in order to send you details of any changes to our services which may affect you; and
- for all other purposes consistent with the proper performance of our operations and business.

Sharing of Your Information:

The information you provide to us will be treated as confidential. We may disclose your information to other third parties who act for us for the purposes set out in this notice or for purposes approved by you, including the following:

- If you are unable to make payments relating to services that we have provided, your information may be disclosed to any relevant party assisting in the recovery of this debt or in tracing of you;
- Your name will be disclosed to our accountants and will be used as the reference for the rental income that we receive from you;
- With your permission, your contact details may be shared with third parties carrying out repairs and maintenance at your property in the event that they need to communicate with you directly or make arrangements for visits;
- Your contact details will be shared with the tenants at your properties, both in the case of managed properties and where we provide a tenant finder only service, as required by Section 48 of the Landlord and Tenant Act, 1987;
- Your contact details will be included on any tenancy agreement we arrange on your behalf;
- Your contact details will be shared with representatives of the local authorities in relation to any accreditations, licenses or inspections that are required;

Unless required to do so by law, we will not otherwise share, sell or distribute any of the information you provide to us without your consent.

Transfers outside the UK and Europe:

Your information will only be stored within the UK and EEA.

Security:

When you give us information we take steps to make sure that it is kept secure and safe.

Paper records are stored at the company office in a lockable filing cabinet. Digital data is stored on a desktop computer at the company office, and is password protected. Phone numbers are stored on our agent's mobile phones, and access is restricted by password protection.

How long we will keep your information

We review data retention periods regularly, and will only hold your personal data for as long as is necessary for the relevant activity, or as required by law (we may be legally required to hold some types of information), or as set out in any relevant contract we have with you.

We retain full data records during the course of your contract with us.

We retain some (more limited) data for the duration of our accounting requirements (as proof of the services we have provided to you and the income that relates to those services). During that period the data is kept in paper form in a locked archive storage at our company office. Once our accountants no longer require us to retain that data we will destroy it safely. There are further details of our data retention policy in the Chi Space Property Management Ltd Policy & Procedure.

Your Rights

You have the right at any time to:

- ask for a copy of the information about you held by us in our records;
- require us to correct any inaccuracies in your information;
- make a request to us to delete what personal data of yours we hold; and
- object to receiving any marketing communications from us.

Should you wish to query the use of your information, we would ask that you contact us to resolve this matter in the first instance. You also have the right to make a formal complaint to the Information Commissioner's Office in relation to my/ our use of your information. The Information Commissioner's contact details are noted below:

England:

Information Commissioner's
Office

Wycliffe House, Water Lane
Wilmslow, Cheshire, SK9 5AF
Telephone: 0303 123 1113
Email: casework@ico.org.uk

Wales:

Information Commissioner's
Office

2nd floor, Churchill House
Churchill way, Cardiff, CF10 2HH
Telephone: 029 2067 8400
Email: wales@ico.org.uk

Scotland:

The Information Commissioner's
Office – Scotland

45 Melville Street, Edinburgh, EH3
7HL
Telephone: 0131 244 9001
Email: Scotland@ico.org.uk

Northern Ireland:

Information Commissioner's
Office

3rd Floor, 14 Cromac Place
Belfast, BT7 2JB
Telephone: 028 9027 8757
Email: ni@ico.org.uk

Chi Space Property Management Ltd is registered with the ICO.

The accuracy of your information is important to us - please help us keep our records updated by informing us of any changes to your email address and other contact details.

I acknowledge that Chi Space Property Management Ltd may collect, process, retain and share my data in the manner described above.

Print name:

Signed:

Date: