



## **Our Privacy Policy**

We keep this Privacy Policy under regular review, the last review was on 30/10/2023.

This Privacy Policy was last updated on 01/11/2023

To provide you with the best service we can.

We will only use your personal data to talk to you about your property (if you are a Landlord) or to start the process should you want to rent a property we are advertising. Thereafter, we will only hold on to your information for the duration of the signed contract or Assured Shorthold Tenancy Agreement.

We'll protect your data like it's our own. We promise to always use clear, plain English, and if we no longer need your information, we'll delete it.

### **Protecting your privacy**

We care about our tenants and landlords, so the privacy of everyone we interact with is hugely important to us. If you have any questions about how we process, use, store and protect your data, please contact us on [office@nmcpropertymanagement.co.uk](mailto:office@nmcpropertymanagement.co.uk)

### **How we use your information**

If you are instructing us to rent out your property or wish to rent a property from us, we will collect personal information that you voluntarily provide to us. This information may include your contact details including name, address, email, telephone number and, where you provide it, some categories of other personal information. We do not collect any personal information about you unless it is voluntarily provided by you. We use your information in a few different ways, and how we use it depends on the information. We've laid this out below for you.

#### **1 Your name and contact details**

Most importantly, we need to know who you are to either rent out your property (validating ownership) or to provide you with a lease to rent an advertised property. We also send you service messages by email so that you know when to expect an annual gas safety check, to update fire and safety procedures, to arrange visits to the property or to arrange meetings to discuss contracts, viewings or maintenance issues.

We want to keep you (and ourselves) safe from fraud, so we may use your name and contact details to make sure we're doing everything we can to prevent any fraudulent activity.

## **2 Your date of birth information**

We use this to detect and prevent fraud.

## **3 Your passport details**

This is to ensure we are following the legal requirement to ensure you have the right to rent a property in the UK, as well as for fraud and to detect whether a landlord owns a property.

## **4 Your current employment details**

In order to ensure suitability as a tenant and ability to pay rent, employment details are required as part of the Tenant Referencing Process. As soon as a lease ends and a tenant vacates a property, these details will be destroyed and deleted from our database.

## **5 Sharing your information**

We never sell any personal data, including name, address, email or employment information. We will share the provided data with our referencing company, Legal for Landlords, in order to provide our service. They provide a professional service and have their own promises and policies regarding how they use your data to provide us with a reference report.

We may be required to legally share your data with third parties during or following your rental of a property where there are arrears outstanding, for example but not limited to utility providers, the local authority and tenancy deposit protection scheme provider.

## **6 Marketing messages**

We never send out marketing emails or notices.

## **7 Our website**

Our website may contain links to other websites. Other websites may also reference or link to our website. These other websites are not controlled by us. We encourage our users to be aware when they leave our website and to read the privacy policies of every website that collects personally identifiable information. We are not responsible for the privacy practices or content of such other websites. Visiting these other websites is at your own risk.

## **8 Keeping your information**

We keep your information for as long as you are a tenant in one of our properties or a Landlord in contract with us to rent out your property. This is in order to provide our service to you. If reasonably required we may hold onto your data for legal or regulatory requirements.

## **9 Your rights**

You have the right:

- To be informed about our use of your personal information
- To access any personal information we hold about you
- To request the correction of any inaccurate personal information held
- To request that we delete your data, or stop processing it or collecting it, in some circumstances
- The right to complain to your data protection regulator — in the UK, the Information Commissioner's Office

If you want to exercise your rights, have a complaint, or just have questions, please contact us on [office@nmcpropertymanagement.co.uk](mailto:office@nmcpropertymanagement.co.uk).

## **10 Data Security**

We have appropriate security measures in place to prevent your personal information from being accidentally lost, used or access in an unauthorised way, altered or disclosed. We ensure that our employees and referencing agent are aware of their privacy and data security obligations.

Transmission of information via the internet is never completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your electronic information transmitted to us and any transmission is at your own risk. We have put in place procedures to deal with any suspected data security breach and will notify you and any applicable regulator of a suspected breach where we are legally required to do so.

We do not transfer the information you give us to countries outside the European Economic Area (EEA). If you are outside the EEA, your information may be transferred outside the EEA in order to provide you with our services. By submitting your personal information to us in this way you agree to the transfer and processing of your information outside the EEA.

## **How to contact us**

We always welcome any feedback from our tenants and landlords, either positive or negative. You can contact us by email on [office@nmcpropertymanagement.co.uk](mailto:office@nmcpropertymanagement.co.uk) or you can write to us at : **5 Approach Road, Raynes Park, SW20 8BA**