

PRIVACY NOTICE

We at Harmony Property Lettings take the collection and processing of your data very seriously. As such we have provided a summary of what we take, when and how to enable you to understand clearly what is being done with your data.

Who are we?

We are Harmony Property Lettings. We are the controllers of your data for the purposes of data protection legislation.

Who can you contact if you have a data protection query?

If you have a query regarding data protection, please email us on at lettings@harmonyproperty.co.uk or call us on 01803 363578.

What is personal data?

Personal data is any information which makes a person identifiable. This could be your name, address, phone number, date of birth etc.

Why do we take personal data?

We take personal data from individuals for the purpose of allowing us to operate as a letting agent. We do not take the processing of data lightly, we will only take it when it is to assist the operation of our business.

What Lawful Basis do we have for taking personal data?

We do not rely on consent on its own for taking personal data. We rely on a number of lawful basis' as below to why we take personal data to allow us to operate our business. For all data one or all of the following apply as will be described in further detail below.

- (a) *Consent*: the individual has given clear consent to process their personal data for a specific purpose.
- (b) *Contract*: the processing is necessary for a contract with the individual, or because they have asked the relevant entity to take specific steps before entering into a contract.
- (c) *Legal obligation*: the processing is necessary for an entity to comply with the law (not including contractual obligations).
- (d) *Vital interests*: the processing is necessary to protect someone's life.
- (e) *Public task*: the processing is necessary for the relevant entity to perform a task in the public interest or for their official functions, and the task or function has a clear basis in law.
- (f) *Legitimate interests*: the processing is necessary for an entity's legitimate interests or the legitimate interests of a third party unless there is a good reason to protect the individual's personal data which overrides those legitimate interests.

Your Personal Data

What personal data do we take?	Why do we take it?	What do we do we do with personal data?	Do we have a lawful reason for taking it?	How long will we keep it for?
Full Name Address Phone Number Email Bank Details Previous Property ownership details Next of Kin Medical Information Criminal history	To enable us to: - a) let you know about properties, b) provide a letting service to you, c) To enable us to make relevant checks on you to assess suitability for properties, d) to enable us to manage the property, e) to process payments, f) prepare a tenancy agreement and other related documents, g) Monitor and track your tenancies, h) discuss with the Landlord any relevant information to your tenancy, i) share with contractors in the management and maintenance of the property j) Share with Local Authorities or government agencies such as the inland revenue if required by law	Store the information in our case management system to enable us to market properties to you or provide an ongoing service to you. Provide the information to third parties who require the information to enable them to carry out work for us, for example your name and address may be given to a contractor who will come to fix a broken item in the property. Keep a physical record of your data.	Legitimate Interests (for the purposes of running our business) Performance of a contract Vital Interests (medical data) Compliance with legal obligations	We will only keep your information for as long as we legitimately need it but for up to seven years after our last contact with you ie 7 years after initial contact with no further contact provided or 7 years after your tenancy has ended.