

Fair Processing Notice

(Created May 2018)



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?

MM Sales and Lettings 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 which is applicable from the 25th May 2018, together with any domestic laws subsequently enacted.

We are notified as a Data Controller with the Office of the Information Commissioner under registration number A8275449 and we are the data controller of any personal data that you provide to us.

Our Data Protection Officer is Laura Mouldsdales.

Any questions relating to this notice and our privacy practices should be sent to laura@mmsalesandlettings.co.uk or MM Sales and Lettings, 19 The Marsh, Hythe, Southampton, SO45 6AJ.

How we collect information from you and what information we collect

We collect information about you:

- From your application to let your property through MM Sales & Lettings
- From signing MM Sales and Lettings' Agency Terms of Business

We collect the following information about you:

- Landlord's name, e-mail address, telephone number, address, bank account details;

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 tenancy;
- 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 or supplies 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 by us as confidential and will be processed only by a third party, acting on our behalf, within the UK/EEA. 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 we enter into a joint venture with or merged with a business entity, your information may be disclosed to our new business partners or owners;
- If you are unable to make payments under your agreement, your information may be disclosed to any relevant party assisting in the recovery of this debt or the tracing of you as a landlord; and
- In the creation, renewal or termination of the tenancy, your information will be disclosed to the relevant local authority, service/utility provider, factor, facilities manager or any other relevant person or organisation in connection with this.

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 unless otherwise stated by MM Sales & Lettings and agreed upon with the person in question. At the time of this notice, all data will be stored within the UK and EEA.

Where information is transferred outside the UK or EEA, we ensure that there are adequate safeguards in place to protect your information in accordance with this notice, including the following:

- **Decision by the Commission that the third country has adequate safeguards**
- **Details of appropriate security provisions in place.**

Security

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

Location of our servers:

- Our primary server is in our office secured with a security code and lock (this is also where our paper copies are stored)
- Daily back up is located in Hythe – all data is encrypted to a UK site
- Weekly back up goes to an encrypted server/site in Frankfurt

We also store data on Expert Agent. Privacy policies for this website can be found on their website as follows: www.expertagent.co.uk

How long we will keep your information

We review the 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.

Our full retention schedule is available from our office.

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.

If you would like to exercise any of your rights above please contact us at
info@mmsalesandlettings.co.uk

Should you wish to complain about 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 complain to the Information Commissioner's Office in relation to 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

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.