



PRIVACY POLICY

1 HOW WE HANDLE & USE YOUR INFORMATION

We collect, hold and use some of the personal data you provide to us in order to provide you with the professional service you expect from us. The information within this document outlines how we do this in all situations where you provide us with your data. Please read it carefully and ensure that you understand it.

2 INFORMATION APPLICABLE TO ALL CUSTOMERS

Storage of Your Data

In all cases we will hold your personal information securely, either in hard copy on our property files or digitally within our software. We use Microsoft One Drive to store your data who are data processors of information we hold.

Mailing List

As a customer or user of our services your details may be added to our mailing list and we may send you information regarding other relevant services. You will be able to unsubscribe to marketing emails at any time.

Retention Period

We will retain the personal information we hold for at least 6 years, because the time limit for any party to initiate civil action is 6 years.

Your Rights

As a customer or user of our services you have the following rights:

- A right to be informed about our collection and use of personal information;
- A right of access to the personal information we hold about you;
- A right to rectification if any personal information we hold about you is inaccurate or incomplete;
- A right to ask us to delete any personal information held about you unless we are obliged to retain the information for other legal reasons;
- A right to restrict or prevent the processing of your personal information;
- A right to data portability (obtaining a copy of your data to re-use with another service or organisation);
- A right to object to the use of your data for particular purposes.

Applicability

This Privacy Policy applies only to your use of services from Frendcastle Management Limited.

Complaints

If you have any questions about our policies or have cause for complaint about our use of your personal data, please contact us via email at info@frendcastle.co.uk. We will address your concerns and attempt to solve the problem to your satisfaction. You also have the right to lodge a complaint with the Information Commissioner's Office. More information on your rights is available from the Information Commissioner's Office www.ico.org.uk

3 WEBSITE USAGE

If you do not accept and agree with anything within this usage policy please stop using the website immediately, because your continuing use of our website will be seen as your acceptance of it.

Data Collection

Except where you contact us directly through any of our contact options available on the website we do not collect any personal data from you. If you contact us or send us an email, we will retain the details you provide to us including and any other information which you choose to give us. However, we do not place cookies on your computer or device.

Using Your Information

Where we hold any personal information, it will be processed and stored securely, for no longer than is necessary, considering the reason it was provided to us. We will potentially:

- Reply to your email;
- Provide details on the properties requested, plus any others we think may interest you;
- Offer or provide you with the services requested, plus any others we think may interest you; We may delete your personal information once your request has been met or the service has been provided, except where
 - You were interested in details of properties we are offering, when we will continue to hold your information in order to send you information on other properties that may interest you;
 - You become a client or a buyer of a property;
 - You require us to retain it for longer;
 - We are required to retain it for longer for other legal reasons.

Links to Other Websites

The website may contain links to other websites. Please note that we have no control over how your data is collected, stored, or used by other websites and we have no liability if you use those websites. You are advised to check the policies of any such websites before providing any data to them.

Changes to our Policies

We recommend that you check this page regularly to keep up-to-date, as we reserve the right to change this Policy from time to time if our policies change or the law changes. Any changes will be posted on this page of the website and you will be deemed to have accepted changes to the Policy on your first use of the website following the changes.

4 ESTATE AND BLOCK MANAGEMENT

In the course of the performance of our contract as managing agent for the development where you are a leaseholder, we collect the following personal information when you provide it to us:

- Name, contact details, personal address, property address, home and mobile telephone numbers, e-mail address, mortgage details; and
- where required, we may also request details of your tenant(s) and of your emergency contact(s).

The provision of the above information is required from you to enable us to perform our contract as managing agent. We will inform you at the point of collecting information from you, whether you are required to provide the information to us.

We also obtain personal information from other sources as follows:

- Name, contact details, personal address, property address, home and mobile telephone numbers, e-mail address, mortgage details from Land Registry, other Managing Agents, and others, for example when acquiring a new management of a property.

We will typically collect and use this information for the following purposes:

- For the performance of a contract you have with our client and pursuant to which we are appointed as their agent and
- For the purposes of our legitimate interests or those of a third party, but only if these are not overridden by your interests, rights or freedoms. We seek to ensure that our information collection and processing is always proportionate. We will notify you of any material changes to information we collect or to the purposes for which we collect and process it.

We routinely share the following categories of personal data:

- name, property address, personal electronic communication numbers and addresses

This personal information may be shared with the following categories of recipients:

- Our contractors in the normal course of carrying out approved work;
- professional advisors;
- third party service providers who process information on our behalf to help run some of our internal business operations including email distribution, IT services, business support and customer services;
- independent debt recovery agencies or service providers, solicitors or other agents for the purpose of collecting monies due or outstanding on your account; and
- law enforcement agencies to comply with any legal obligation or court order.

This data sharing enables us to perform our duty as managing agent. We will not share your personal information with any other third party.

5 INSTRUCTING US TO RENT OUT YOUR PROPERTY AND/OR MANAGE ANY TENANCY

By entering into an agreement with us to rent out your property you will provide to us various pieces of personal information, which we will need to provide you with the high-quality service you require, to ultimately facilitate a successful rental and/or provide property management services.

Data Collection

The information required by us will vary depending on circumstances. It will include the information within the agreement you sign, but it may not be limited to this information.

Using Your Data

We will provide some data to others only where it is required and as outlined below, or in accordance with your stipulated wishes. Your information will not be passed to any third party not listed below without obtaining your consent. We will use your information in the manner outlined below but may be required to do more.

Identification Details - We may hold copies of your photographic identity documents and at least one document that confirms your home address. We may also use an online service to verify your identity. This is done to protect our position and look after your interests. It assists us to ensure we are dealing with the owners of the property and to comply with anti money laundering requirements. The copy documents and/or identity verification report will be held by us and not provided to any other party.

Prospective Tenants - Basic information about your property will be provided to anyone who makes an enquiry to us about potentially viewing or renting your property. This information will include the property details we produced and any other relevant information you provide to us, including the information in any property information questionnaire you complete for us.

Viewings - We will organise viewings on your behalf, to suit you and the viewer. Where we are conducting the viewing for you, it is important that you check your property prior to the viewing to ensure that any personal information you would not wish a viewer to see is removed. We may provide the viewer with details of the person who is to meet them at the property and conduct the viewing.

Negotiating with Prospective Tenants and Handling Offers to Rent the Property - We will negotiate with prospective tenants and take offers from them. This process will involve providing potential tenants with relevant personal information to facilitate a successful negotiation. This will also involve providing you with relevant and necessary personal information about the potential tenant. You should ensure that you treat any information we provide to you as confidential and it must not be passed on or shared with any other person or business.

Tenants – Once a tenancy is agreed we will provide the tenant with your personal contact information, as there is a legal requirement to do this.

Sub-Contractors – We may sub-contract out some of the services we provide to you under this agreement, such as photography, accompanied viewings, erection of TO LET boards, inventory checks and property inspections during tenancies. A list of the third party sub-contractors for your property is available on request.

Contractors – We hold a list of preferred contractors who we may use to provide services to you at the property. We may obtain estimates / quotes for work from these contractors and we may instruct them to carry out work on your behalf. To do this we will provide the appropriate personal information they need to provide the required services.

Utility Suppliers – We will provide your details to the appropriate utility suppliers, as and when it is required to ensure correct billing from the suppliers.

6 INTERESTED IN RENTING A PROPERTY

Data Collection

The information required by us will vary depending on circumstances. It will include the information you initially provide to arrange the viewing, but it may not be limited to this information.

Using Your Data

We will provide some data to others only where it is required and as outlined below, or in accordance with your stipulated wishes. Your information will not be passed to any third party not listed in below without obtaining your consent. We will use your information in the manner outlined below but may be required to do more.

Identification Details - We may hold copies of your photographic identity documents and at least one document that confirms your home address. We may also use an online service to verify your identity. This is done to meet our obligation under the Immigration Act to verify your right to rent in the UK. Additionally, it is required to protect our position and our landlord's position. It also assists us to ensure we are not becoming involved in any money laundering situation. In line with our obligation the copy documents and/or identity verification report will be held by us. We will not provide any other party with copies of these documents.

Viewings – Where you view a property we will require certain pieces of personal information from you in order to provide a professional service to you and our client. We will not share this information with any third party other than our client, without your consent, unless you make an application for a tenancy.

Tenancy Application - You must complete the tenancy application. This application requires you to provide personal information to any third party referencing entity who carry out credit and referencing checks and provide us with a report on your suitability as a tenant. We will not share this information with any third party other than our client, without your consent. The personal information you provide may be shared with our client, the landlord, but it will not be shared with any other third parties without your consent.

7 ENTERING INTO A TENANCY

Data Collection

The information required by us will vary depending on circumstances. It will include the information you initially provide to arrange the viewing, but it may not be limited to this information.

Using Your Data

We will provide some data to others only where it is required and as outlined below, or in accordance with your stipulated wishes. Your information will not be passed to any third party not listed in below without obtaining your consent. We will use your information in the manner outlined below but may be required to do more.

Tenancy Agreements and other related documents - Once a tenancy is agreed we will provide a copy of the tenancy agreement and any other related documents to our client, the landlord. We will use your information in the manner outlined below, but may be required to do more:

Sub-Contractors – We may use sub-contractors to carry out maintenance or repair work on the property, or conduct inventory checks and property inspections during tenancy.

Utility suppliers – We will provide your details to the appropriate utility suppliers, as and when it is required to ensure correct billing from the suppliers. The personal information you provide may be shared with our client, the landlord, but it will not be shared with any other third parties without your consent.

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7 pages

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