

# Town & Country

Letting Agents

## Privacy Notice

### Introduction

This policy explains what data is collected from you and how Town & Country will use that data. It describes the legal basis under which Town & Country will hold that data, who they may share it with and how long they will hold it. It also describes your rights to make requests to Town & Country with respect to that data under the "General Data Protection Regulations" (GDPR).

### Personal details we hold

The GDPR regulations state that we are allowed to use your personal data only if the reason meets one of the following conditions:

- **Consent:** You have given clear consent for us to hold your data and use it for a specific purpose
- **Contract:** It is necessary for us to hold and use your data for the purpose of fulfilling a contract with you, or because you have asked us to take specific steps in preparation to entering into a contract.
- **Legal Obligation:** It is necessary for us to hold and use your data in order to comply with the law.
- **Vital interests:** It is necessary for us to hold and use your data in order to protect someone's life.
- **Legitimate interests:** It is necessary for us to hold and use your data in order to fulfil our legitimate business interests or those of a third party.

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**Prospective Tenants/Landlords:** We will hold that contact data which you provide to us (including addresses, phone numbers, email addresses, demographic details of your family unit, emails and recordings of phone calls). We will only contact you in respect to your request for service.  
Justification for holding data – Legitimate interests.

**Applying Tenants:** We will ask for your personal data and financial data (including addresses, phone numbers, email addresses, demographic details of your family unit, emails, recordings of phone calls, ID, bank statements, credit check, references from employment & previous landlords) for the purpose of re-approving you and offering you a tenancy agreement.  
Justification for holding data – Contract; Legal Obligation; Legitimate interests.

**Tenants:** We will hold your personal data and financial data (including addresses, phone numbers, email addresses, demographic details of your family unit, emails, recording of phone calls, ID, bank statements, credit check, references from employment & previous landlords) for the purposes of performing our and the landlords obligations under the tenancy agreement.  
Justification for holding data – Contract; Legal Obligation; Legitimate interests.

**Landlords:** We will hold your personal and financial data (including addresses, phone numbers, email addresses, emails and recording of phone calls, bank details, rent statements) for the purposes of performing our obligations to you under your "Agreement to Let".  
Justification for holding data – Contract; Legal Obligation; Legitimate interests.

**Contractors:** We will hold your personal data (including addresses, phone numbers, email addresses, emails and recording of phone calls, bank details, insurance details, and details of your professional qualifications)  
Justification for holding data – Contract; Legitimate interests.

For further details please refer to our "GDPR Policy" document which can be found on our web site [www.tclets.co.uk](http://www.tclets.co.uk).

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## **Length of time information will be held**

In order to comply with the General Data Protection Regulations your details will only be kept for the shortest time required. This will vary according to the category and is described in our "GDPR Policy" document which can be found on our web site [www.tclets.co.uk](http://www.tclets.co.uk).

## **How to access your personal data**

If you wish to see full details of the information we hold in connection with you, you will need to make an access request under the General Data Protection Regulations. To make such a request you should email us at [info@tclets.co.uk](mailto:info@tclets.co.uk)

## **Keeping your details secure**

We take all reasonable steps to keep your data secure including minimisation of data held electronically, appropriate access controls, firewalls and encryption. For further details please refer to our full "GDPR Policy" document which can be found on our web site [www.tclets.co.uk](http://www.tclets.co.uk).

## **Sharing Personal information**

We will not share your data for marketing purposes. We will share your data as required by law and as necessary to service a contract we have with you or to perform the normal functions of our business necessary to provide the services we are providing to you. For further details please refer to our full "GDPR Policy" document which can be found on our web site [www.tclets.co.uk](http://www.tclets.co.uk)

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### **Your Rights concerning your data**

Under GDPR you have the following rights concerning your data:

- Right to access the data (Subject to an Access Request).
- Right for the rectification of errors.
- Right to erasure of personal data (please note, this is not an absolute right and conditions apply).
- Right to restrict or object to what data of yours we have or what we do with it.
- The right to portability.

For further details of your rights including the right to complain to the ICO please refer to the Information Commissioner's Office (ICO) website:

<https://ico.org.uk/>