



## PRIVACY POLICY

This privacy policy and notice is for **Mortimers Residential Lettings**, in this document any reference to 'we', 'us' or 'our' refers to **Mortimers Residential Lettings**.

Our registered address is: Mortimers (Aylesbury) Limited, Units 1-2 Riverside, Stanstead Abbots, Ware, Hertfordshire, SG12 8AP.

Our trading address is: Mortimers, 3 Carrera House, Merlin Court, Gatehouse Close, Aylesbury, Bucks, HP19 8DP.

Confidentiality and your privacy are of crucial importance to us, we understand that users of our website will be concerned that any data given or collected will not be used for any purpose than that intended by the user. In this document we will outline how Mortimers use the data given by you and how it is protected.

We are committed to adhering to the principles laid out in the General Data Protection Regulation (GDPR).

### **Information we collect.**

We may collect information from you directly, by telephone, email or face to face meeting. We also collect data that is provided by you via online contact forms on our website, online enquiry forms on property portal websites, such as Rightmove.co.uk.

The information we collect will be relevant to the business of Renting and Managing private rental properties in the open market.

Examples of the information we may collect directly from you include;

### **For Applicants/Tenants**

Name

Email address

Postal address

Telephone numbers

Employment circumstances/income

Household size

Preferences for property

Bank details

### **For Landlords/Prospective Landlords**

Name

Email address

Postal address

Telephone numbers

Bank details

Proof of insurances

Proof of ownership

Information relating specifically to the property intended to be Let.

### **Uses of Information**

We may use the information given by you to tailor a service to meet your requirements, assist with finding a rental property for you, handle tenancy matters during the life of a tenancy or deal with end of tenancy matters.

We engage some third-party companies for some of our services including; Tenant Reference Checks, Energy, Council Tax and Water supplier switching service, Media and broadband switching service, Tenancy Deposit Scheme for the protection of deposits and Contractors for arrangement of works and for invoicing.

The companies engaged by Mortimers for these functions will be utilised by Mortimers solely for the functions set out above, the companies will only contact you to offer further services or offers if consent is given either directly to those companies or to Mortimers.

We will not share your data with any organisation except those set out above without your consent.

### **Personal Information Retention Period**

We will only hold your personal information for as long as is relevant to the business conducted.

For example, if you register your details with Mortimers in a property search but do not obtain a property with Mortimers, we will remove your personal information after two months have passed from the time you registered, unless we are instructed by you to hold the information for a longer period.

You can request the removal of personal data at any time by emailing [hello@mortimersaylesbury.co.uk](mailto:hello@mortimersaylesbury.co.uk) we may request verification of your information to ensure we remove the correct personal information, you can also unsubscribe from marketing or change your preferences at any time.

Where there is legitimate interest in holding personal information, Mortimers can reject a request to remove personal data where it may impede the course of normal duties under contract or an arrangement.

### **Your Communication Preferences**

You can choose how we communicate with you.

**Email**

**Postal Mail**

**Telephone**

**SMS**

**Newsletter**

We may use any of the above means to communicate offers/services/properties that may be suitable to you.

You can choose how we communicate these with you and you can choose what you would like us to communicate with you and what you do not wish to receive.

### **Your Information and Your Rights**

You have certain rights provided for by the applicable laws which relates to the management of personal data we hold about you.

#### **Access**

You can request at any time to see a copy of the personal data we hold for you. You can make this request by emailing [hello@mortimersaylesbury.co.uk](mailto:hello@mortimersaylesbury.co.uk) we will respond to the request within 30 days. If the request is particularly complex we may require more time to process the request, in which case we will notify you at the earliest opportunity.

#### **Right to be Forgotten**

You can at any time request to have your personal data removed from our database by emailing your request to [hello@mortimersaylesbury.co.uk](mailto:hello@mortimersaylesbury.co.uk) . Upon receipt of your request, Mortimers will anonymise any personal data held for you as long as it does not impede the course of normal business (ie; If you are a tenant in an active tenancy arranged by Mortimers, we will not be able to remove your personal information.).

#### **Other Rights**

You have the right to request rectification of your personal data, to restrict the use of personal data and to object to the processing of personal data including direct marketing and data portability. To make any changes please email [hello@mortimersaylesbury.co.uk](mailto:hello@mortimersaylesbury.co.uk) .

## **Consent**

Where you have provided consent for the processing of your personal data by Mortimers, you can withdraw consent at any time by emailing [hello@mortimersaylesbury.co.uk](mailto:hello@mortimersaylesbury.co.uk) .

## **Complaints**

If you feel we have processed personal data against the principles of appropriate laws please contact us at [hello@mortimersaylesbury.co.uk](mailto:hello@mortimersaylesbury.co.uk). If you feel we have processed your personal data against the principles of the appropriate laws and we have not remedied the issue to your satisfaction, you can complain formally with the ICO ([www.ICO.org.uk](http://www.ICO.org.uk))

## **Information Security**

We are committed to keeping your personal information secure

Access to personal information is limited to those who have a business need.

We have processes and policies internally to avoid any loss, misuse or alteration of personal data.

Data is stored on an encrypted CRM (Acquaint) and a cloud server (supplied by [www.oneandone.co.uk](http://www.oneandone.co.uk)) with secure off-site data centres based within the EU.

The servers benefit from-

SAS 70 Type II Certification, Steel Reinforced Walls, fully air-conditioned rooms and provides safety from gas, water and fire with 24-hour surveillance by highly qualified specialists.

Each User at Mortimers has a password protected access to the CRM and database ensuring security at all times.

## **Children's Privacy**

We do not direct marketing to anyone under the age of thirteen and do not knowingly collect personal information from children under the age of thirteen on any platform or mean.

## **Updates to Our Privacy Policy and Notice**

If ever there is a material change to our Privacy Policy and Notice, we will notify you by sending an email to the most recent email address we hold for you giving notice of the change on our website.