

Madison Oakley Lettings

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Data Protection Policy/Privacy Notice

General Data Protection Regulations - (GDPR) (Regulation (EU) 2016/679)

Confidentiality of your personal information

We hold personal information as supplied by you in accordance with the General Data Protection Regulations 2018.

All personal information is treated as private and confidential.

As a landlord: Your details are used exclusively to achieve the purpose you have engaged us to perform i.e. All matters associated with managing and/or undertaking a tenant find for your property/ies in accordance with the terms of the Management Agreement(s) between us namely tenant issues, deposit, rent, management, maintenance, administration, legal compliance and regulatory obligations.

As a tenant: Your details are used exclusively to achieve the purpose we have been engaged to perform by your landlord as his Managing Agent i.e. only for the same purposes that the landlord would otherwise carry out. All matters associated with you being a tenant to include your deposit, rent, the administration, management and maintenance of the property, issues related to your occupation plus all legal and regulatory obligations.

As a guarantor: Your details are used exclusively to achieve the purpose we have been engaged to perform by the landlord as his Managing Agent i.e. only for the same purposes that the landlord would otherwise carry out. This would cover all matters associated with you being a guarantor to include the administration, rent collection, management and maintenance of the property, issues related to your respective tenant's occupation plus all legal and regulatory obligations.

As a permitted occupier: Your details are used exclusively to achieve the purpose we have been engaged to perform by your landlord as his Managing Agent i.e. only for the same purposes that the landlord would otherwise carry out. All matters associated with you bring a permitted occupier to include the administration, management and maintenance of the property, issues related to your occupation only plus all legal and regulatory obligations.

As a relevant person: Your details are used exclusively to achieve the purpose we have been engaged to perform by your landlord as his Managing Agent i.e. only for the same purposes that the landlord would otherwise carry out. All matters associated with you bring a relevant person to include the administration of your relevance to the property, tenancy and tenant plus all legal and regulatory obligations.

In order to record, process and use your personal information we may therefore disclose it:

- a. Where we are legally compelled to or have a legal duty to do so.

- b. Where it is required to administer and/or manage your business, tenancy or your position as guarantor.
- c. To third party contractors or businesses providing a service to you.
- d. To landlords and tenants of the property if you are a guarantor.
- e. Where disclosure is made at your written request or with your authority.

The information requested is lawful to achieve the relationship between us. The data is kept active whilst we manage a property, you are a tenant or a guarantor. At the cessation of the relationship between us your data will continue to be used to fulfil any outstanding legal or contractual obligations such as the return of the deposit after which your information is retained for as long as required or permitted by applicable law or regulation before disposal i.e. 7 years. Your details will not be kept longer than is necessary. Note the retention period is lawful and necessary to enable us to provide historical information to fulfil our legal obligations for example, to you, Information Commissioner's Office (ICO), HMRC, ombudsman etc.

Please note before you become a Madison Oakley Lettings landlord, tenant, guarantor, permitted occupier or relevant person we will obtain your informed and explicit consent to record, process and use your personal information, together with informing you of our procedures on how to withdraw your consent, arrange data transfer and correct data.

For matters relating to this policy and your data, please contact us by email or write to us with the reference 'Data Protection';

2a Third Avenue, Oldfield Park, Bath BA2 3NY or info@madisonoakley.co.uk

You may make complaints about your personal data by contacting us (details above).

If you are not satisfied with our response, you may make a complaint about our handling of your personal data by contacting the Information Commissioner's Office (ICO) - <https://ico.org.uk/concerns/handling/>

Privacy Policy last reviewed 18th August 2023. To be reviewed again no later than August 2024