

# **Hartbourne Holdings Limited**

## **Privacy Policy**

For the purposes of the General Data Protection Regulation ("GDPR") and UK data protection laws, the controller is Hartbourne Holdings Limited, 16 Park Street Luton Beds LU1 3EP. This privacy policy sets out the way we process your personal data and we've created this privacy policy to make sure you are aware of how we use your data.

### **How we collect your information**

We may collect your personal data by means of telephone, email, fax, or post. We may collect this data in the following ways:

- Directly from you, when you become our client, or update your existing records with us. The types of information we collect We may collect the following types of personal information about you:
- Contact information, including email addresses, telephone numbers and postal addresses
- Records of communications and interactions we have had with you • Information relevant to our provision of PROPERTY LETTING services to you
- National insurance numbers, date of birth

### **Why we use personal data**

We use your personal data in order to enable us to deliver and charge for the property letting services we provide. For the purposes of the General Data Protection Regulation ("GDPR") and UK data protection laws, when processing your personal data, we are relying on the legal basis of:

- Our legitimate and contractual interest in having and retaining the information in order to provide our services. Without this information we would not be able to deliver our services to you.

### **Sharing your information with others**

We do not sell your personal data. We may share your personal data with another party only if required by law or necessity or expressly permitted by you. Such parties could include, HMRC, property software providers, debt collectors, local authorities, utility companies.

### **How long your information is kept We keep your personal data only for as long as necessary.**

We keep your contact information until we consider there is no further need for it. Normally the information is retained between 6 to 10 years.

### **TRANSFER OF PERSONAL INFORMATION OUTSIDE THE EU**

Your data may be transferred to, and stored at, a destination outside the European Economic Area (EEA). It may also be processed by staff operating outside the EEA. By submitting your personal data, you agree to this transfer, storing and/or processing. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this Privacy Policy. Under certain circumstances, by law you have the right to:

- Request access to your personal data (commonly known as a "data subject access request"). This enables you to receive a copy of the personal data we hold about you and to check that we are lawfully processing it
- Request correction of the personal data that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected
- Request erasure of your personal data. This enables you to ask us to delete or remove personal data where there is no good reason for us to continue processing it. You also have the right to ask us to delete or remove your personal data where you have exercised your right to object to processing (see below)
- Object to processing of your personal data in particular ways, including processing based on the lawful basis of legitimate interests. Hartbourne Holdings Limited does not use your data for direct marketing
- Request the restriction of processing of your personal data. This enables you to ask us to suspend the processing of personal data about you, for example if you want us to establish its accuracy or the reason for processing it
- Request the transfer of your personal data to yourself or another party in a safe and secure way, without affecting its usability, for example in a format that is structured, commonly used, and machine-readable Please note that the above rights are not absolute, and we may be entitled to refuse requests where exceptions apply. Further details regarding these rights can be found on the Information Commissioner's Office website:

<https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>

### **Contact and complaints**

If you have any queries about this privacy policy or how we process your personal data, or if you wish to exercise any of your legal rights, you may contact Hartbourne Holdings Limited:

- by email: [info@tpsluton.com](mailto:info@tpsluton.com)
- by telephone: 01582 876464
- or by post: Hartbourne Holdings Limited 16 Park Street Luton Beds LU1 3EP.

If you are not satisfied with how we are processing your personal data, you can make a complaint to the Information Commissioner. You can find out more about your rights under applicable data protection laws from the Information Commissioner's Office website: <https://ico.org.uk/>