

Data Protection and Privacy Policy

Tenant-Ready understands that your privacy is important to you and that you care about how your personal data is used and shared. We respect and value the privacy of everyone and will only use personal data in ways that are described here, and in a manner that is consistent with our obligations and your rights under the General Data Protection Regulations 2018.

Please read this Privacy Policy carefully and ensure that you understand it. Your acceptance of our Privacy Policy is deemed to occur upon your first use of our services. If you do not accept and agree with this Privacy Policy, you must stop using Tenant-Ready Immediately.

Definitions and Interpretation

In this Policy, the following terms shall have the following meanings:

“GDPR”	The General Data Protection Regulation (GDPR) (EU) 2016/679 is a regulation in EU law on data protection and privacy for all individuals within the European Union (EU) and the European Economic Area (EEA) that came into force on 25th May 2018.
“personal data”	Any and all data that relates to an identifiable person who can be directly or indirectly identified from that data. In this case, it means personal data that you give to us via our Site. This definition shall, where applicable, incorporate the definitions provided in the General Data Protection Regulation (“GDPR”); and
“We/Us/Our”	Sole Trader – James Bailey trading as Tenant-Ready, whose registered address is 63b Elm Park Road, London, N3 1EG.

1. Information About Us

1.1 Our business is owned and operated by James Bailey.

1.2 Our Data Protection Officer is James Bailey who can be contacted by email at hello@tenant-ready.com

1.3 We are a member of the Association of Independent Inventory Clerks (AIIC).

1.4 The engineers we use are qualified in their relevant field.

2. What Does This Policy Cover?

This Privacy Policy applies only to your use of our services, personal data given by you or by the instructing principal to arrange check-in check-out or inspection services. Please note, that we have no control over how your data is collected, stored, or used by the Instructing Principal and third parties involved by the client/Instructing Principal and we advise you to check their

privacy policies before providing any data to them.

3. Your Rights

3.1 As a data subject, you have the following rights under the GDPR, which this Policy and Our use of personal data have been designed to uphold:

3.1.1. The right to be informed about our collection and use of personal data;

3.1.2. The right of access to the personal data we hold about you (see section 12);

3.1.3. The right to rectification if any personal data We hold about you is inaccurate or incomplete (please contact us using the details in section 14);

3.1.4. The right to be forgotten – i.e. the right to ask us to delete any personal data we hold about you (we only hold your personal data for a limited time, as explained in section 6 but if you would like us to delete it sooner, please contact us using the details in section 14);

3.1.5. The right to restrict (i.e. prevent) the processing of your personal data;

3.1.6. The right to data portability (obtaining a copy of your personal data to re-use with another service or organisation);

3.1.7. The right to object to us using your personal data for particular purposes; and

3.1.8. Rights with respect to automated decision making and profiling.

3.2 If you have any cause for complaint about our use of your personal data, please contact us using the details provided in section 14 and we will do our best to solve the problem for you. If we are unable to help, you also have the right to lodge a complaint with the UK's supervisory authority, the Information Commissioner's Office.

3.3 For further information about your rights, please contact the Information Commissioner's Office or your local Citizens Advice Bureau.

4. What Data Do We Collect?

Depending upon your use of our services, we may collect some or all of the following personal and non-personal data:

- name
- business/company name
- job title
- profession
- contact information such as email addresses and telephone numbers
- address

5. How Do We Use Your Data?

5.1 All personal data is processed and stored securely, for no longer than is necessary in light

of the reason(s) for which it was first collected. We will comply with our obligations and safeguard your rights under the GDPR at all times. For more details on security see section 7, below.

5.2 Our use of your personal data will always have a lawful basis, either because it is necessary for our performance of a contract with you, because you have consented to our use of your personal data, or because it is in our legitimate interests. Specifically, we may use your data for the following purposes:

- Providing and managing your Account;
- Supplying our products and/or services to you (please note that we require your personal data in order to enter into a contract with you);
- Personalising and tailoring our services for you;
- Replying to emails from you;

5.3 With your permission and/or where permitted by law, we may also use your data for marketing purposes which may include contacting you by email, telephone, and/or post with information, news and offers on our services. We will not, however, send you any unsolicited marketing or spam and will take all reasonable steps to ensure that we fully protect your rights and comply with our obligations under the GDPR and the Privacy and Electronic Communications (EC Directive) Regulations 2003.

5.4 You have the right to withdraw your consent to us using your personal data at any time, and to request that we delete it.

5.5 We do not keep your personal data for any longer than is necessary in light of the reason(s) for which it was first collected.

6. How and Where Do We Store Your Data?

6.1 We only keep your personal data for as long as we need to in order to use it as described above in section 6, and/or for as long as we have your permission to keep it.

6.2 Your data will only be stored in the UK.

6.3 Data security is very important to us, and to protect your data we have taken suitable measures to safeguard and secure data given to us.

6.4. Steps we take to secure and protect your data include electronic protection including firewalls and anti-virus protection and physical methods including security measures such as locks and intruder alarms.

7. Do We Share Your Data?

7.1 We may share your data with other companies in our group for the purpose of providing you with relevant additional services. This includes our subsidiaries and/or our holding company and its subsidiaries

7.2 We may sometimes contract with third parties to supply products and services to you on our behalf. In some cases, the third parties may require access to some or all of your data. Where any of your data is required for such a purpose, we will take all reasonable steps to ensure that your data will be handled safely, securely, and in accordance with your rights, our obligations, and the obligations of the third party under the law.

7.3 We may sometimes use third party data processors that are located outside of the European Economic Area (“the EEA”) (The EEA consists of all EU member states, plus Norway, Iceland, and Liechtenstein). Where we transfer any personal data outside the EEA, We will take all reasonable steps to ensure that your data is treated as safely and securely as it would be within the UK and under the GDPR.

7.4 In certain circumstances, we may be legally required to share certain data held by us, which may include your personal data, for example, where we are involved in legal proceedings, where we are complying with legal requirements, a court order, or a government authority.

8. What Happens If Our Business Changes Hands?

8.1 We may, from time to time, expand or reduce our business and this may involve the sale and/or the transfer of control of all or part of our business. Any personal data that you have provided will, where it is relevant to any part of our business that is being transferred, be transferred along with that part and the new owner or newly controlling party will, under the terms of this Privacy Policy, be permitted to use that data only for the same purposes for which it was originally collected by us.

8.2 In the event that any of your data is to be transferred in such a manner, you will be contacted in advance and informed of the changes. When contacted you will be given the choice to have your data deleted or withheld from the new owner or controller.

9. How Can You Control Your Data?

9.1 You may also wish to sign up to one or more of the preference services operating in the UK: The Telephone Preference Service (“the TPS”), the Corporate Telephone Preference Service (“the CTPS”), and the Mailing Preference Service (“the MPS”). These may help to prevent you receiving unsolicited marketing. Please note, however, that these services will not prevent you from receiving marketing communications that you have consented to receiving.

10. Your Right to Withhold Information

10.1 You have the right to withhold information however, to use our services you may be required to leave contact information.

11. How Can You Access Your Data?

You have the right to ask for a copy of any of your personal data held by us (where such data is held). Under the GDPR, no fee is payable and we will provide any and all information in response to your request free of charge. Please contact us for more details at hello@tenant-ready.com

12. Contacting Us

If you have any questions about this Privacy Policy, please contact us by email at hello@tenant-ready.com. Please ensure that your query is clear, particularly if it is a request for information about the data we hold about you (as under section 12, above).

13. Changes to Our Privacy Policy

We may change this Privacy Policy from time to time (for example, if the law changes). Any changes will be immediately posted on our Site and emailed to the relevant parties. We however recommend that you check this page regularly to keep up-to-date.