Privacy Policy

HOW WE HANDLE & USE YOUR INFORMATION

If you do not accept and agree with anything within this usage policy please stop using the website immediately, because your continuing use of our website will be seen as your acceptance of it.

We collect, hold and use some of the personal data you provide to us in order to provide you with the excellent professional service you expect from us.

The information within this document outlines how we do this in all situations where you provide us with your data.

Please read it carefully and ensure that you understand it.

INFORMATION APPLICABLE TO ALL CUSTOMERS

Company Information
Colin Sclare Ltd, The Brentano Suite, Lyttelton House, 2 Lyttelton Road, N2 0EF

Storage of Your Data
In all cases we will hold your personal information securely, either in hard copy on our property files or digitally within our software.

For digital storage we use Homelet.co.uk, VT accounting software and Outlook to store your data all are data processors of information we hold. Your data will only be stored in the EEA.

Lawful Bases for Storage

Legal obligation

For processing necessary to comply with a legal requirement, such as applicable AML obligations.

Contract

Where processing is necessary to enter into or perform a contract.

Legitimate interests

Direct Marketing of Properties**:** If you have actively registered an inquiry with us as a buyer or tenant, or have previously engaged our services, we will use your details to send you updates about properties newly available on the market that match your specified criteria. We do this to help you find a suitable property efficiently.

Market Appraisal and Valuation Outreach**:** If you are a prospective seller or landlord who has previously interacted with our agency, or if we have a reasonable business relationship with you, we may contact you via email to invite you to book a market appraisal or to see if you are interested in instructing us to market your property for sale or rent.

Consent

Where you have provided consent for us to contact you.

Mailing List

As a customer or user of our services your details may be added to our mailing list and we may send you information regarding other relevant services we can provide to you. You will be able to unsubscribe to these emails at any time.

Retention Period
We will retain the personal information we hold for up to 6 years, because the time limit for any party to initiate civil action against us should they believe they have a claim is 6 years.

Your Rights
As a customer or user of our services you have the following rights -

- right of access;
- right to rectification;
- right to erasure;
- right to restriction;
- right to object;
- right to data portability, where applicable;
- rights relating to automated decision-making, where applicable.

Applicability
This Policy applies only to your use of services from Colin Sclare Ltd.

Complaints
If you have any questions about our policies or have cause for complaint about our use of your personal data, please see our complaints policy on the website.

More information on your rights is available from the Information Commissioner's Office
www.ico.org.uk

WEBSITE USAGE
INSTRUCTING US TO RENT OUT YOUR PROPERTY AND/OR MANAGE ANY TENANCY
INTERESTED IN RENTING A PROPERTY
ENTERING INTO A TENANCY

WEBSITE USAGE

Data Collection
Except where you contact us directly through any of our contact options available on the website, we do not collect any personal data from you.

If you contact us or send us an email, we will retain the details you provide to us, including any other information which you choose to give us.

However, we do place cookies on your computer or device (See our Cookie Policy)

Using Your Information
Where we hold any personal information, it will be processed and stored securely, for no longer than is necessary, considering the reason it was provided to us.

We will potentially -

- Reply to your email;
- Provide details on the properties requested, plus any others we think may interest you;
- Offer or provide you with the services requested, plus any others we think may interest you;

We will delete your personal information once your request has been met or the service has been provided, except where –

- You were interested in details of properties we are offering, when we will continue to hold your information in order to send you information on other properties that may interest you;
- You become a client or a buyer of a property;
- You require us to retain it for longer;
- We are required to retain it for longer for other legal reasons.

Links to Other Websites
The website may contain links to other websites. Please note that we have no control over how your data is collected, stored, or used by other websites and we have no liability if you use those websites. You are advised to check the policies of any such websites before providing any data to them.

Changes to our Policies
We recommend that you check this page regularly to keep up-to-date, as we reserve the right to change this Policy from time to time if our policies change or the law changes. Any changes will be posted on this page of the website and you will be deemed to have accepted changes to the Policy on your first use of the website following the changes.

INSTRUCTING US TO RENT OUT YOUR PROPERTY AND/OR MANAGE ANY TENANCY

By entering into an agreement with us to rent out your property you will provide to us various pieces of personal information, which we will need to provide you with the high-quality service you require, to ultimately facilitate a successful rental and/or provide property management services.

Data Collection
The information required by us will vary depending on circumstances. It will include the information within the agreement you sign, but it may not be limited to this information.

Using Your Data
We will provide some data to others only where it is required and as outlined below, or in accordance with your stipulated wishes. Your information will not be passed to any third party not listed below without obtaining your consent.

We will use your information in the manner outlined below, but may be required to do more –

Identification Details - We may hold copies of your photographic identity documents and at least one document that confirms your home address. We may also use an online service to verify your identity. This is done to protect our position and look after your interests. It assists us to ensure we are dealing with the owners of the property and we are not becoming involved in any money laundering situation. The copy documents and/or identity verification report will be held by us and not provided to any other party.
Prospective Tenants - Basic information about your property will be provided to anyone who makes an enquiry to us about potentially viewing or renting your property. This information will include the property details we produced and any other relevant information you provide to us, including the information in any property information questionnaire you complete for us.
Viewings - We will organise viewings on your behalf, to suit you and the viewer. Where we are conducting the viewing for you, it is important that you check your property prior to the viewing to ensure that any personal information you would not wish a viewer to see is removed. We may provide the viewer with details of the person who is to meet them at the property and conduct the viewing.
Negotiating with Prospective Tenants and Handling Offers to Rent the Property - We will negotiate with prospective tenants and take offers from them. This process will involve providing potential tenants with relevant personal information to facilitate a successful negotiation. This will also involve providing you with relevant and necessary personal information about the potential tenant. You should ensure that you treat any

information we provide to you as confidential and it must not be passed on or shared with any other person or business.
Tenants – Once a tenancy is agreed we will provide the tenant with your personal contact information, as there is a legal requirement to do this.
Sub-Contractors – We may sub-contract out some of the services we provide to you under this agreement, such as photography, accompanied viewings, erection of TO LET boards, inventory checks and property inspections during tenancies. A list of the third party sub-contractors is available on request.
Contractors – We hold a list of preferred contractors who we may use to provide services to you at the property. We may obtain estimates / quotes for work from these contractors and we may instruct them to carry out work on your behalf. To do this we will provide the appropriate personal information they need to provide the required services. A full list of these contractors is available upon request.
Utility Suppliers – We will provide your details to the appropriate utility suppliers, as and when it is required to ensure correct billing from the suppliers.

INTERESTED IN RENTING A PROPERTY

Data Collection
The information required by us will vary depending on circumstances. It will include the information you initially provide to arrange the viewing, but it may not be limited to this information.

Using Your Data
We will provide some data to others only where it is required and as outlined below, or in accordance with your stipulated wishes. Your information will not be passed to any third party not listed below without obtaining your consent.

We will use your information in the manner outlined below, but may be required to do more –

Identification Details - We may hold copies of your photographic identity documents and at least one document that confirms your home address. We may also use an online service to verify your identity. This is done to meet our obligation under the Immigration Act to verify your right to rent in the UK. Additionally, it is required to protect our position and our landlord's position. It also assists us to ensure we are not becoming involved in any money laundering situation. In line with our obligation the copy documents and/or identity verification report will be held for up to 1 year from the date any tenancy ends. We will not provide any other party with copies of these documents.
Viewings – Where you view a property we will require certain pieces of personal information from you in order to provide a professional service to you and our client. We will not share this information with any third party other than our client, without your consent, unless you make an application for a tenancy.
Tenancy Application - You must complete the tenancy application. This application requires you to provide personal information to Homelet who carry out credit and referencing checks and provide us with a report on your suitability as a tenant. We will not share this information with any third party other than our client, without your consent.

The personal information you provide may be shared with our client, the landlord, but it will not be shared with any other third parties without your consent.

ENTERING INTO A TENANCY

Data Collection
The information required by us will vary depending on circumstances. It will include the information you initially provide to arrange the viewing, but it may not be limited to this information.

Using Your Data
We will provide some data to others only where it is required and as outlined below, or in accordance with your stipulated wishes. Your information will not be passed to any third party not listed below without obtaining your consent.

We will use your information in the manner outlined below, but may be required to do more –

Tenancy Agreements and other related documents
Once a tenancy is agreed we will provide a copy of the tenancy agreement and any other related documents to our client, the landlord.

We will use your information in the manner outlined below, but may be required to do more –

Sub-Contractors – We may use sub-contractors to carry out maintenance or repair work on the property, or conduct inventory checks and property inspections during tenancy. A list of the third party sub-contractors is available on request.
Utility suppliers – We will provide your details to the appropriate utility suppliers, as and when it is required to ensure correct billing from the suppliers.

The personal information you provide may be shared with our client, the landlord, but it will not be shared with any other third parties without your consent.