**South Play Ltd Privacy Policy**

**Our contact details**

Name: Tamsin Lees

Address: 62 The Green, Morden, SM4 4HL

Phone Number: 07950 259429

E-mail: tamsin@southplay.co.uk

**The type of personal information we collect**

We collect the following information from you through emails, WhatsApp messages, text messages, phone calls and in person:

* Name
* Address
* Email address
* Phone number
* Date of birth
* Financial details
* Other information you choose to provide

**How we get the personal information and why we have it**

Most of the personal information we process is provided to us directly by you or an estate agent for one of the following reasons:

* To enable us to manage your property if you are a landlord
* To check you are a reliable tenant through the referencing process if you are a tenant
* When a tenant is in the property we may share the contact details with tradesmen to organise access to carry out works or estate agents in order to organise access for viewings.

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

1. **Your consent. You are able to remove your consent at any time. You can do this by contacting: Tamsin Lees – see contact details above.**

**How we store your personal information**

Your information is securely stored on our secure server.

We keep your personal information for as long as we are managing the property and for up to 6 years afterwards. We will then dispose your information by deleting it from our secure server.

**Your data protection rights**

Under data protection law, you have rights including:

**Your right of access** - You have the right to ask us for copies of your personal information.

**Your right to rectification** - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

**Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.

**Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

**Your right to object to processing** - You have the the right to object to the processing of your personal information in certain circumstances.

**Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at [tamsin@southplay.co.uk](mailto:tamsin@southplay.co.uk), 07950 259429 if you wish to make a request.

**How to complain**

If you have any concerns about our use of your personal information, you can make a complaint to us at South Play Ltd, [tamsin@southplay.co.uk](mailto:tamsin@southplay.co.uk), 07950 259429.

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO’s address:

Information Commissioner’s Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>