

Harling Taylor Property Management Limited

Privacy Notice

This is the Privacy Notice of Harling Taylor Property Management Limited. We are company number 10702717. Our registered office is at 5 Hound Street, Sherborne, Dorset, DT9 3AB.

This is a notice to tell you our policy about all information that we record about you. It covers both information that could identify you and information that could not. Our Data Protection Officer can be contacted by email on richard@harlingtaylor.co.uk.

The personal data you give to us may include

- Your name and title
- Contact information, including telephone number, email address and postal address
- Identification (i.e. Passport, Birth Certificate, Driving Licence, Bank Statements & Payslips)
- Date of birth & place of birth
- In certain circumstances, your and others' signature(s) financial details, such as bank account details.
- Historic documents relevant to the nature of the business service.
- If you contact us, we may keep a record of that correspondence

This means we may collect and process information about you and your personnel through various means, including:

- In the course of carrying out work for you or your business
- By email or other electronic correspondence
- By telephone
- Networking (e.g. client events, meetings or events attended by us)
- Otherwise through providing our services or operating our business

How we will use your information

- Primarily to provide you with the services that you request from us or which we feel may interest you, also:
- To complete our contractual obligations to you, or otherwise taking steps as described in our Terms of Business
- To carry out any relevant anti money laundering and sanctions checks, fulfilling our obligations under the anti-money laundering law, terrorist financing and transfer of funds regulations 2017.
- As necessary to prevent illegal activity or to protect out
- To respond to any enquiry that you may submit
- To send you any relevant information on our services that may be of interest to you by using email. Postal address which you have provided, but only if you have given us your consent to do so or we are otherwise able to do so in accordance with the EU data protection Legislation.
- To comply with any other professional, legal and regulatory obligations which apply to us or policies that we have in place.

Where We Store and Retention Of Your Personal Data

This is by hard copy document files and or on our secure computer systems. We have strict procedure and security feature to try and prevent unauthorised access in our offices. We follow best practices by adhering to the guidance

notes published by the Royal Institution of Chartered Surveyors with whom our firm are members, ensuring we meet a high standard of professional competence in the way we deal with, keep/destroy document or computer files and information contained therein, including personal data.

Unfortunately the transmission of information via the internet is not completely secure. Although we do our best to protect your personal data we can no guarantee the security of your data transmitted on our site. Once we have received your information we will use strict procedure and security features to try and prevent unauthorised access.

We will keep your information stored on our systems for as long as it takes to provide the services to you. We may keep your data for longer than our stated retention period of 5 years for legal, regulatory reasons. We may also keep it for research. If we do, we will ensure that appropriate safeguards are in place to protect your privacy and only used for those purposes.

The third parties we engage to provide services on our behalf will keep your data stored on their systems for as long as is necessary to provide the services to you.

We may Share Data with third parties when:

- You specifically request this, or it is necessary to provide our services to you
- Other professional advisors or third parties (e.g. Solicitors, banks, accountants and lawyers)
- Our regulator
- Our data processors, email security and IT and business support services
- Third Parties which are linked to Lettings & Block Management (e.g Contractors, Landlords, Referencing companies, Utility Companies, Insurance Brokers and Other Agents).

Withdrawal of consent

Where we process your personal data, we do so on the basis that you have provided your consent for us to do so for the purposes set out in this policy when you submitted your personal data to us. You may withdraw your consent to this processing at any time by contacting us at Lettings@harlingtaylor.co.uk

Your information rights

EU data protection legislation gives you the right to access information held about you. Details of what personal information we hold and the purposes for the processing of your personal information and details of any third party with whom your personal information has been shared.

You can access the personal information we hold on you by writing to Data Protection Office, 5 Hound Street, Sherborne, Dorset DT9 3AB

Our Website contains links to websites of professional bodies and partners. If you follow a link to any of these websites, please note that these websites have their own privacy policy and we do not accept any responsibility or liability for these policies.

Complaints

When we receive a complaint, we record all the information you have given to us. We use that information to resolve your complaint. If your complaint reasonable requires us to contact some other person, we may decide to give to that other person some of the information contained in your complaint. We do this as infrequently as possible, but it is a matter for our sole discretion as to whether we do give information, and, if we do, what that information is. If you have a complaint about the privacy of your data, please let us know straight away.

Signature: Name:

Date: