Filton Hayes Ltd, Privacy Policy

**Our contact details**

Name: Filton Hayes Ltd

Address: 20-22 Wenlock Road, London, England, N1 7GU

E-mail: [management@filtonhayes.com](mailto:management@filtonhayes.com)

Website: filtonhayes.com

**The type of personal information we collect**

We currently collect and process the following information:

* Personal identifiers, contacts and characteristics (for example, name and contact details)
* Proof of identity (for example, copy UK driving license, copy of passport)
* Proof of ownership (for example utility bill, register or title)
* Proof of income (for example payslips, bank account statement)

**The type of personal information we do NOT collect**

We currently do NOT collect and process the following information:

* User statistics (for example IP addresses)
* User tracking (for example Web Cookies)

**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 for one of the following reasons:

* To verify the identity of landlords, clients or tenants
* To verify ownership of property or consent to let the property
* To verify level of income & proof of income
* To verify tenants ‘Right To Rent’ (for example immigration status)

We use the information that you have given us in order to verify client (tenants and landlords alike)

We may share this information with ICO (Information Commissioners Office) or any other UK legal authority upon their request. Unless we are legally prohibited, we will always inform you of any data shared with these bodies.

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

**(a) Your consent. You are able to remove your consent at any time. You can do this by contacting management@filtonhayes.com**

**(b) We have a contractual obligation.**

**(c) We have a legal obligation.**

**(d) We have a legitimate interest.**

**How we store your personal information**

Your information is securely stored.

We keep all personal data for up to 7 years. We will then dispose your information by deleting it from our secure cloud 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 **management@filtonhayes.com** 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 **management@filtonhayes.com**

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>