

S.J. Gartside Property Management Services Data Protection (Privacy) Statement

Effective Date: May 25, 2020

S.J. Gartside Property Management Services is a partnership between SJ Gartside and HM Gartside and is registered with the Office of Fair Trading and the "Information Commissioners Office". We are committed to ensuring that your privacy is protected when personal information about you is provided to us. In this Data Protection Statement, reference to "we", "us", or "our" shall mean S.J. Gartside Property Management Services.

S.J. Gartside Property Management Services is the data controller of your personal data and is subject to the General Data Protection Regulation ("GDPR").

All queries relating to GPDR should be referred to our central point of contact for data queries. Their contact details are:

Email: steve@gartside.co.uk Telephone: 01253 886336

This Data Protection Statement explains your rights, how we collect your data, what personal information we may hold about you, the purposes for which your personal information may be used, and details of third parties to whom your personal information may be disclosed.

This Data Protection Statement supersedes any previous Data Protection Statement or equivalent which you may have been provided with or seen prior to the Effective Date stated above.

Your Rights

Under the GDPR, you have the following rights:

- To require that we cease processing your personal data if the processing is causing you damage or distress;
- To require us not to send you marketing communications;

- To require us to erase your personal data;
- To require us to restrict our data processing activities;
- To receive from us the personal data we hold about you which you have provided to us, in a reasonable format specified by you, including for the purpose of you transmitting that personal data to another data controller; and
- To require us to correct the personal data we hold about you if it is incorrect.

Please note that the above rights are not absolute, and we may be entitled to refuse requests where exceptions apply.

You can find out more about your rights at the [Information Commissioner's Office](#).

If you have any questions about how we use your personal data, or you wish to exercise any of the rights set out above, please contact us using the following:

Email: steve@gartside.co.uk Telephone: 01253 886336

We will ensure to take all reasonable steps to keep accurate and up-to-date any information which we hold about you. If you discover that the information we hold about you is incorrect at any time, you should contact us to have the information corrected.

If you are unsatisfied with how we process your personal data, you can complain to the Information Commissioner's Office.

How we collect your data

We collect your personal data in a number of ways, for example:

- From the information you provide to us when you meet us;
- From information about you provided to us by your company or an intermediary;

- When you communicate with us by telephone, fax, email or other forms of electronic communication. In this respect, we may monitor, record and store any such communication;
- When you complete (or we complete on your behalf) an application for a tenancy, license or other occupational agreement or any other form we may provide from time to time regard to any actual or proposed occupation of a premises or other forms;
- From your agents, advisers, intermediaries, and custodians of your assets;
- From publicly available sources or from third parties, most commonly where we need to conduct background checks about you.

The categories of personal data we collect

We collect the following categories of personal data about you:

- Your name and contact information, such as your current and previous home or business address, email address and telephone number;
- Biographical information which may confirm your identity, including your gender, date of birth, tax and NI identification number and your passport number or national identity card details;
- Your bank account details;
- Information to assess whether you may represent a politically exposed person or money laundering risk.

We may also hold information about you that we have received from third parties, such as credit reference agencies, fraud prevention agencies and insurance reference agencies, which may include:-

- All the types of information mentioned in the previous paragraph;
- Whether you have any adverse credit history;
- Whether you have any CCJs or similar judgments against you;
- Whether you have ever been bankrupt;
- Details of previous address at which you have lived; any references given by your existing employer and/or landlord;
- Details of insurance claims you have made.

The basis for processing your personal data (other than with your consent), how we use that personal data and whom we share it with

(1) Performance of contract

We process your personal data because it is necessary for the performance of a contract to which you are a party or to take steps at your request before entering into a contract.

In this respect, we use your personal data for the following:

- To carry out various searches and checks against you to provide a landlord of a property you wish to rent the information to decide whether you are a suitable tenant or guarantor (as the case may be).
- To prepare (or to share with appropriate others) for the preparation of a tenancy, license or other occupational agreement or any other form we may provide from time to time regard to any actual or proposed occupation of a premises.
- To prepare a proposal for you regarding the services we offer;
- To provide you with the services as set out in our Terms of Engagement with you or as otherwise agreed with you from time to time;
- To deal with any complaints or feedback you may have;
- For any other purpose for which you provide us with your personal data.

In this respect, we will share your personal data with the following:

- Your agents, advisers, intermediaries, and custodians of your assets whom you tell us about;
- Our legal, accounting, marketing, and other professional advisers, our postal or transport providers;
- Credit reference agencies and fraud prevention agencies;
- Other agencies who maintain/compile databases of insurance claims and information for the purposes of sharing that information with providers of credit and insurance (“Insurance Reference Agencies”);
- Insurers and/or insurance agents;

- Third parties (such as your existing and previous employers and your existing and previous landlords) for the purpose of such persons giving us a reference about you;
- Third parties whom we engage to assist in delivering the services to you;
- Our data storage providers

(2) Legitimate interests

We also process your personal data because it is necessary for our legitimate interests or sometimes where it is necessary for the legitimate interests of another person.

In this respect, we use your personal data for the following:

- For the provision of ongoing advice in regard to occupation, insuring, and maintenance of the property or properties you occupy
- For the administration and management of our business, including recovering money you owe to our clients and us and archiving or statistical analysis;
- Seeking advice on our rights and obligations;

In this respect, we will share your personal data with the following:

Our advisers or agents where it is necessary for us to obtain their advice or assistance;

(3) Legal obligations

We also process your personal data for our compliance with a legal obligation which we are under.

In this respect, we will use your personal data for the following:

- To meet our compliance and regulatory obligations, such as compliance with anti-money laundering laws;
- As required by tax authorities or any competent court or legal authority.

- As required by a local authority, utility provider or other appropriate body in regard to any occupational obligation under statute.

In this respect, we will share your personal data with the following:

- Our advisers where it is necessary for us to obtain their advice or assistance;
- Our auditors where it is necessary as part of their auditing functions;
- With third parties who assist us in conducting background checks;
- With relevant regulators or law enforcement agencies where we are required to do so;
- With local authorities, utility providers and those providing other services to a property;

Where we need your explicit consent to communicate with you

We will, in certain cases, communicate with you for the following reasons, provided that you have given your explicit consent as set out below:

- In providing advertising material about our property services:
- In providing advertising material about our properties as they become available:

I consent to you communicating by email for these purposes

[]

I consent to you communicating by telephone for these purposes

[]

I consent to you communicating by SMS and MMS messaging for these purposes

[]

It should be noted that if you do not agree to this or withdraw your consent, this may impact the scope of the services we provide to you on an ongoing basis.

Withdrawal of Consent

If you have given your consent and you wish to withdraw it at any time, please contact us using the following:

Email: steve@gartside.co.uk

Telephone: 01253 886336

Transfer and processing of your personal data outside the United Kingdom

When sharing your personal data with third parties as set out in this Privacy Notice, it may be transferred outside the United Kingdom. In these circumstances, your personal data will only be transferred on one of the following bases:

- The country that we send the personal data to is approved by the United Kingdom as providing an adequate level of protection for personal data;
- The transfer is to a recipient in the United States of America who has registered under the EU/US Privacy Shield; or
- You have explicitly consented to the same prior to the transfer of any personal data.

To find out more about transfers by us of your personal data outside the European Union and the countries concerned, please contact us using the following:

Email: steve@gartside.co.uk

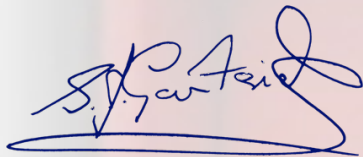
Telephone: 01253 886336

Retention of your data

We will only retain your personal data for as long as we have a lawful reason to do so. In particular:

- Where we have collected your personal data for the purpose of a contract either with ourselves or our clients, we will retain that personal data for ten years after the termination of that contract unless we are required to retain this information by another law or for the purposes of court proceedings;

- Where we have collected your personal data for the purpose of providing an Energy Performance Certificate, we will retain that personal data for ten years after the expiration of that Energy Performance Certificate;
- Where we have collected your personal data as required by anti-money laundering legislation, including for identification, screening and reporting, we will retain that personal data for ten years after the termination of our relationship unless we are required to retain this information by another law or for the purposes of court proceedings; or
- otherwise, we will, in most cases, retain your personal data for ten years after the termination of our relationship with you in case any claims arise from the provision of our services to you.



S.J. Gartside (Partner) WBME, NDEA.