

At Domeview Properties, we respect your privacy and handle your data with respect. We have no interest in selling it on to third parties, or manipulating it for statistical analysis. We will only use your information for the purposes you'd expect – arranging viewings, drafting tenancies, organising a plumber, registering you with utilities, updating building management companies etc

All data subjects whose personal data is collected will be collected in line with the requirements of the GDPR and ICO guidelines.

1. PRIVACY NOTICE

1.1 Who are we?

Domeview Properties are an Estate Agent offering residential sales, lettings and management's services.

If you have any questions about data protection or processing, you can contact our Data Protection officer Edward Hemsley, via:

edward@domeviewproperties.com
0207 476 9822

We collect personal data for the following purposes:

- Contacting you in relation to your property requirements (helping you rent/let/buy/sell a property)
- Undertaking referencing checks (such as contacting your current landlord and employer, performing credit checks and identity verification)
- Drafting any documents necessary to the process in question (tenancy agreement, terms of business, holding/ payment receipts, memorandum of sale, rental statements etc)
- Making contact in relation to changes in the tenancy (like renewal or termination)
- Making contact in relation to payments associated with scheduled rentals or invoices
- Arranging access for maintenance, inspections or viewings of the property

Legal basis for processing data:

- Our compliance to retain for a fixed period of time specific records or documentation as required to satisfy set obligations put in place by law.
- The review of any tenancy agreements
- Any possible legal action which may need to be implemented

Any legitimate interests pursued by us, or third parties we use, are as follows:

- Utilities providers, block management/freeholders, collections agencies
- Contractors (maintenance, surveyors, inventory clerks, referencing, etc.)
- Solicitors acting on behalf of the landlord or agent, insurers of the landlord

The special categories of personal data concerned are:

- Name, D.O.B, Title (Mr/Mrs Etc)
- Identification verification documentation (proof of ID, Visa, confirmation of address)
- Contact details (telephone/mobile number, email address, current/previous property address)

1.2 Consent

By consenting to this privacy notice you are giving us permission to process your personal data for the purposes identified.

Consent is required for Domeview Properties to process both types of personal data, and consent must be explicitly given.

Consent may be withdrawn at any time.

1.3 Disclosure

The following third parties may receive your personal data for the following purpose(s) as part of the processing activities:

Creditsafe (a credit checking agency), authorized maintenance companies, the landlord, utility companies, The Deposit Protection Service, the ICO or TPO

1.4 Retention period

Domeview Properties will process personal data for the period of your tenancy and will then store the personal data for 5 years in case any of the data is required for legal purposes.

1.5 Your rights as a data subject

At any point while we are in possession of or processing your personal data, you, the data subject, have the following rights:

- Right of access – you have the right to request a copy of the information that we hold about you (<https://gdpr-info.eu/art-15-gdpr/>).
- Right of rectification – The data subject shall have the right to obtain from the controller without undue delay the rectification of inaccurate personal data concerning him or her (<https://gdpr-info.eu/art-16-gdpr/>).
- Right to erasure– in certain circumstances you can ask for the data we hold about you to be erased from our records (<https://gdpr-info.eu/art-17-gdpr/>).
- Right to restriction of processing – where certain conditions apply to have a right to restrict the processing (<https://gdpr-info.eu/art-18-gdpr/>).
- Right of portability – you have the right to have the data we hold about you transferred to another organisation (<https://gdpr-info.eu/art-20-gdpr/>).
- Right to object – you have the right to object to certain types of processing (<https://gdpr-info.eu/art-21-gdpr/>).
- Right to object to automated processing, including profiling – <https://gdpr-info.eu/art-22-gdpr/>

1.6 Complaints

In the event that you wish to make a complaint about how your personal data is being processed by Domeview Properties or our third parties, a complaint can be filed with edward@domeviewproperties.com or filed directly with the ICO:

ICO helpline

Telephone: 0303 123 1113

Further details about our general complaints procedure can be found on the 'Complaints' tab of our website, www.domeviewproperties.com