

Domeview Properties Ltd customer privacy notice

This privacy notice tells you what to expect us to do with your personal information.

- Contact details
- What information we collect, use, and why
- Lawful bases and data protection rights
- Where we get personal information from
- How long we keep information
- Who we share information with
- How to complain

Contact details

Post

Domeview Properties, Unit F47, Expressway Studios, 1 Dock Road, LONDON, E16 1AH, GB

Telephone

0207 476 9822

Email

edward@domeviewproperties.com

What information we collect, use, and why

We collect or use the following information to **provide services and goods, including delivery**:

- Names and contact details
- Addresses
- Date of birth
- Payment details (including card or bank information for transfers and direct debits)
- Credit reference information
- Call recordings
- Identification documents
- Information relating to compliments or complaints

We collect or use the following information for **the operation of customer accounts and guarantees**:

- Names and contact details
- Addresses
- Payment details (including card or bank information for transfers and direct debits)
- Information used for security purposes

We collect or use the following information to **comply with legal requirements**:

- Name
- Contact information
- Identification documents
- Financial transaction information
- Any other personal information required to comply with legal obligations

We collect or use the following personal information for **dealing with queries, complaints or claims**:

- Names and contact details
- Address
- Payment details
- Call recordings
- Customer or client accounts and records
- Correspondence

- 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

Is the provision of personal data statutory or contractual?

The provision of certain personal data is primarily contractual and, in some circumstances, required to meet legal and regulatory obligations.

Personal data is required to:

- enter into and perform contracts with customers, suppliers, or business partners.
- process orders, manage accounts, and deliver goods and services.
- verify identity and prevent fraud; and
- comply with applicable legal, regulatory, accounting, and tax obligations.

Lawful bases and data protection rights

Under UK data protection law, we must have a “lawful basis” for collecting and using your personal information. There is a list of possible lawful bases in the UK GDPR. You can find out more about lawful bases on the ICO’s website.

Which lawful basis we rely on may affect your data protection rights which are set out in brief below. You can find out more about your data protection rights and the exemptions which may apply on the ICO’s website:

- **Your right of access** - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for. Read more about the right of access.
- **Your right to rectification** - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete. Read more about the right to rectification.
- **Your right to erasure** - You have the right to ask us to delete your personal information. Read more about the right to erasure.
- **Your right to restriction of processing** - You have the right to ask us to limit how we can use your personal information. Read more about the right to restriction of processing.

- **Your right to object to processing** - You have the right to object to the processing of your personal data. Read more about the right to object to processing.
- **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. Read more about the right to data portability.
- **Your right to withdraw consent** – When we use consent as our lawful basis you have the right to withdraw your consent at any time. Read more about the right to withdraw consent.

If you make a request, we must respond to you without undue delay and in any event within one month.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

Our lawful bases for the collection and use of your data

Our lawful bases for collecting or using personal information to **provide services and goods** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.
- Recognised legitimate interests - our pre-approved purpose for collecting or using personal information to provide and improve products and services for clients are:

We need to share personal information with a public authority or another organisation because they need it for their public tasks or official functions (the ‘public task disclosure response condition’)., We need to respond to, or deal with, an emergency event or situation (the ‘emergencies condition’).

- 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

Our lawful bases for collecting or using personal information for **dealing with queries, complaints or claims** are:

- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.

Where we get personal information from

- We may collect personal data about you from:
- you directly
- employers/clients when you apply for a role or are considered for an opportunity.
- referees (where relevant and permitted)
- publicly available sources (for example professional networking sites, business websites, and public records)
- credit reference agencies (CRAs) where required for consumer credit, identity, or affordability checks.
- third party service providers used to support recruitment, screening, and compliance processes.

How long we keep information

Type of record	Purpose of Retention	Retention period	Action Following Retention	Legal Basis
Letting/Estate Agency				
Live Lettings Applicant	Current and future lettings	Current +2 year	Archive/Destroy	Internal Policy
Live Sales Applicant	Current and future sales	Current +2 year	Archive/Destroy	Internal Policy
Live Property Seller	Ongoing business	Current +2 year	Archive/Destroy	Internal Policy
Live Landlord	Ongoing business	Current +2 year	Archive/Destroy	Internal Policy
Archived Details	In case of future requirement	2 years	Destroy	Internal Policy
Offer details	Legal Compliance	Current +6 year	Destroy	Estate Agency Act 1979
Referencing Details	Legal Compliance	Current +6 year	Destroy	The Limitation Act 1980
Deposit Scheme Information	Legal Compliance	Current +6 year	Destroy	Housing Act 2004
Complaints	In case of future requirement	Current +6 year	Archive/Destroy	Ombudsman Service Guidelines
Client Information & AML Information	Legal Compliance	Current +6 year	Archive/Destroy	Money Laundering Regulations 2017

Who we share information with

Data processors

FCC Paragon

This data processor does the following activities for us: Perform credit, referencing and compliance checks

Credit Reference and Affordability Checks

To help us assess applications, prevent fraud, and meet our legal and regulatory obligations, we may obtain information about you from credit reference agencies (CRAs).

We obtain this information via **Creditsafe**, which uses its data partner **TransUnion** to supply consumer credit and identity data.

- **Creditsafe Business Solutions Limited** is authorised and regulated by the Financial Conduct Authority
FCA Firm Reference Number: **742313**
- **TransUnion International UK Limited** is authorised and regulated by the Financial Conduct Authority
FCA Firm Reference Number: **737740**

The information we receive may include data relating to your identity, credit commitments, payment history, and public record information. This data is used solely for legitimate business purposes, including creditworthiness assessment, identity verification, and fraud prevention, in accordance with applicable data protection laws.

Further information about how Creditsafe and TransUnion process your personal data can be found in their respective privacy notices:

- **Creditsafe Privacy / Transparency Notice:**
[Transparency Notice | Customers & Suppliers](#)
- **TransUnion Bureau Privacy Notice:**
<https://www.transunion.co.uk/legal/privacy-centre/pc-bureau>

Others we share personal information with

- Relevant regulatory authorities
- Organisations we're legally obliged to share personal information with
- The landlord, utility companies, The Deposit Protection Service, the ICO or TPO

How to complain

If you have any concerns about our use of your personal information, you can make a data protection complaint to us:

Email: edward@domeviewproperties.com

Telephone: 0207 476 9822

Post: Domeview Properties Ltd F47 Expressway Studios, 1 Dock Road, E16 1AH

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire
SK9 5AF
Helpline number: 0303 123 1113
Website: <https://www.ico.org.uk/make-a-complaint>