

Privacy Notice: Clients & Customers

We provide individuals with privacy information at the time we collect their personal data from them.

If we obtain personal data from a source other than the individual it relates to, we provide them with privacy information within a reasonable period of obtaining the personal data and no later than one month.

If we plan to communicate with the individual, we provide this at the latest, when the first communication takes place. If we plan to disclose the data to someone else, we provide this information at the latest, when the data is disclosed.

Date Created:

Last Reviewed:

Privacy Notice

Humphrey and Brand Residential LLP (the "Data Controller") cares about the individuals we work with, whether our suppliers, or our business contacts at other organisations. We only collect and use information in line with the General Data Protection Regulation, the Data Protection Act and any other applicable laws and regulations.

This Privacy Notice is to inform you about our processing activities and applies only to our clients who are natural persons (I.E living people) and those who act as a point of contact for our clients who are businesses.

What categories of Personal Data do we process?

We process the following kinds of information in relation to the Data Subjects above:

- Full name and contact details
- Address of your property
- The address of your proxy (for non-UK residents)
- Job title / position
- Landlord Number
- Place of employment
- Bank details
- Nationality
- Terms of business
- Copies of your ID
- Contact preferences
- General correspondence
- Invoice amounts
- Management fees and payment history
- Statements of account
- Invoices
- Details about your property
- Gas Safety certificates
- Details of work undertaken
- Interior photographs

Why do we process this information?

We will use the types of personal information specified above in the following circumstances:

1. To perform the contract we have entered into with you.
2. To comply with our legal obligations.
3. Where it is necessary for our legitimate interests (or those of a third party) and your interests and fundamental rights do not override those interests.

Situations in which we will use your personal information

We use your personal information primarily to allow us to perform our contract with you (or your employer) and to enable us to comply with legal obligations.

Some of the information above must be processed to demonstrate that we have complied with anti-money laundering, immigration and financial law, including your nationality and copies of your identification. We will not use this information for any other purpose than complying with our legal obligations.

In addition to performing our contract with you, we will process all other information on the basis that is necessary for our legitimate interest in effectively managing our client accounts. Situations where we may process your data for these purposes include:

- Making arrangements for our working relationship
- Arranging for the signing of contracts between tenants and landlords.
- Arranging maintenance and repairs to properties

In some cases we may use personal information to pursue legitimate interests of our own or those of third parties, provided your interests and fundamental rights do not override those interests. The situations in which we will process your personal information are listed below:

- Administering client accounts
- Administering the marketing sales and lettings
- Keeping records to support our financial reporting obligations
- Maintaining financial records for our own planning and business management

In the course of our contract with you, we may take or commission photographs of the interior of your property to market it to potential buyers or tenants. These photographs will be displayed on public formats and you understand that it is your responsibility to make any adjustments to your home to hide any aspects you do not wish to be displayed in public. If your property is occupied by anyone other than yourself, please make an appropriate effort to inform them that photographs must be taken so they have the opportunity to take any action they require in the property in the interests of privacy.

We may draw upon any of the information we hold about you in the event of a legal claim.

Some of the above grounds for processing will overlap and there may be several grounds which justify our use of your personal information. We keep a record of our processing activities and can provide more information about our purposes and legal bases on request.

We will only use your personal information for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If we need to use your personal information for an unrelated purpose, we will notify you and we will explain the legal basis which allows us to do so.

We do not generally conduct direct marketing, but if this ever changes we will notify you before using your information for such purposes.

Where did we collect this data from?

We usually only collect information for Data Subjects directly. Where the Data Subject is the employee of one of our clients, we would have received the information from your employer (I.E.: as a point of contact).

We would only otherwise obtain data about you from the following sources:

- You were referred to us by another employee of your company
- Your publicly-available social media account
- Your public website
- The Tenancy Deposit Scheme
- Notes produced internally for customer relationship management
- Internally-produced financial records
- A gas safety engineer
- Another third party providing information in relation to your property

We do not buy in lists of marketing leads to contact and if this ever changes we will provide you with a separate Privacy Notice outlining our processing.

We may separately collect other data about you under the terms of another Privacy Notice, such as if you use our website or you are already a tenant in one of our managed properties.

Are you under any obligation to provide the Personal Data?

Where we process Personal Data to comply with our legal obligations, Data Subjects must provide this information.

When Personal Data is processed because of a contractual necessity, it will be impossible to provide the service/s without this information. We will always try our best to accommodate individuals who do not wish to provide certain other kinds of data they wish to keep private.

Where data is processed on the basis of legitimate interest you may have the ability to withhold certain kinds of data without affecting your relationship with us.

Who do we share this information with?

We may share your personal information with some third-party organisations who process data on our strict instructions (Data Processors). Our processors provide the following kinds of services:

- IT administration and support
- Web-based software applications
- Outsourced legal advice
- Data protection consultancy

We take steps to ensure our Processors maintain GDPR-compliant processes and put in place an adequate level of security to keep your data safe. We do not allow our third-party service providers to use your personal data for any other purpose. We only permit them to process your personal data for specified purposes and in accordance with our instructions.

We may share some of your information with the [TDS](#) to process payments under the deposit protection scheme.

We may also share your contact information and details relating to your property with our contractors for the purpose of undertaking maintenance and repair work.

We may share your personal information with other third parties as we are required, including for reporting to governmental bodies or any court in the United Kingdom, and if we ever engage in the sale, administration or restructuring of the business.

We do not use any external marketing list compilers or transfer any of our customer data to any third party marketing company.

We do not transfer any personal data outside the EU, but if this ever changes we will provide you with a new privacy notice detailing the change.

Will the information be used for automated decision making or profiling?

You will not be subject to decisions that will have a significant impact on you based solely on automated decision-making, unless we have a lawful basis for doing so and we have notified you.

How long do we keep this information?

We retain Personal Data in compliance with our Retention Policy and Schedule for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements. For example, any information we collect to administer client accounts will be held for the duration that the account is live, plus a further seven to handle any legal claims within the statutory timeframe under the Limitations Act 1980.

Our Retention Policy and Schedule are available from our Privacy Portal, [here <provide link>](#).

How do we keep this information secure?

We have put in place appropriate security measures to prevent your personal information from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. Access to our systems is limited so only those employees who require access to certain kinds of data subjects may do so. Our team operates under a strict Data Security Policy to ensure their day to day practices reflect best practice in secure and safe processing with the utmost respect for data subjects.

We have put in place procedures to deal with any suspected data security breach and will notify you and any applicable regulator of a suspected breach where we are legally required to do so.

What rights do you have?

Data Subjects are entitled to request that we erase, restrict, rectify or provide you with a copy of the data we hold, and may object to processing activities.

It is our policy to fulfil any such request within the statutory period of one month unless there is a compelling legal or contractual obligation which prevents us from doing so.

To make any such request please contact our officer responsible for data protection, whose contact details are Laura Humphrey, Partner, laura@humphreyandbrand.co.uk

You also have the right to lodge a complaint with the UK's data regulator, the Information Commissioner's Office. Visit www.ico.org for more information.

Our contact information

Humphrey and Brand Residential LLP
17 Claremont Rd,
Surbiton
KT6 4QR
020 8399 1888