

May 2018

PRIVACY NOTICE provided by May & Co & May & Co Management Ltd

Relating to

This privacy notice explains what personal data (information) we hold about you, how we collect it and how we use and may share information about you during our management of your property and after it ends. We are required to notify you of this information under the General Data Protection Regulation.

Please ensure you read this notice (sometimes referred to as a 'privacy notice') and any other similar notice we may provide to you from time to time when we collect or process personal information about you. This privacy notice contains important information on who we are, how and why we collect, store, use and share personal information, your rights in relation to your personal information and on how to contact us and supervisory authorities in the event you have a complaint.

WHO WE ARE

May & Co and May & Co Management Ltd collect, use and are responsible for certain personal information about you. When we do so, we are regulated under the General Data Protection Regulation, which applies across the European Union (including in the United Kingdom) and we are responsible as 'controller' of that personal information for the purposes of those laws.

In this privacy notice, references to 'we' or 'us' means May & Co and May & Co Management Ltd.

DATA PROTECTION PRINCIPLES

We will comply with the data protection principles when gathering and using personal information, as set out in our GDPR data protection policy.

THE PERSONAL INFORMATION WE COLLECT AND USE: INFORMATION COLLECTED BY US

In the course of renting and or managing your property or block, we may collect the following personal information when you provide it to us:

Name, address, home and mobile telephone numbers, email address, profession, bank details, past addresses, passport photograph, mortgage details.

The provision of Contact details is required from you to enable us to perform our contract as agents appointed for and on behalf of the landlord, RTM or other responsible person. We will inform you at the point of collecting information from you, whether you are required to provide the information to us.

THE PERSONAL INFORMATION WE COLLECT AND USE: INFORMATION COLLECTED FROM OTHER SOURCES.

We also obtain personal information from other sources as follows:
Credit score from Homelet for the purposes of referencing.

HOW WE USE YOUR PERSONAL INFORMATION

We will typically collect and use this information for the following purposes:
For the performance of a contract you have with our client, the landlord and pursuant to which we are appointed as their agent.

For the purposes of our legitimate interests or those of a third party but only if these are not overridden by your interests, rights or freedoms.

We seek to ensure that our information collection and processing is always proportionate. We will notify you of any material changes to information we collect or to the purposes for which we collect and process it.

WHO WE SHARE YOUR PERSONAL INFORMATION WITH

We routinely share the following categories of personal data:

Name
Telephone numbers
Email address

The personal information may be shared with the following categories of recipients:

Landlord
Contractors
Referencing agents
Inventory company/clerks
Solicitors
Surveyors
Insurers and brokers
Our software providers
Accountants
Our professional bodies
First Tier Tribunals

The data sharing enables us to perform our contract as managing agent, selling or letting agent.

We will share personal information with law enforcement or other authorities if required by applicable law.

We will not share your personal information with any other third party.

WHERE YOUR PERSONAL INFORMATION MAY BE HELD

Information may be held at our offices, third party agencies (Referencing agency, Inventory agents) service providers (Utilities), representatives and agents as described above.

We have security measures in place to seek to ensure that there is appropriate security for information we hold including those measures detailed in our GDPR data protection policy.

HOW LONG YOUR PERSONAL INFORMATION WILL BE KEPT

We will hold your contact details for six years e.g. The period we are required to retain this information by applicable UK Tax law (Currently six year) or for as long as we manage the property.

REASONS WE CAN COLLECT AND USE YOUR PERSONAL INFORMATION

We rely on Contract fulfilment as the lawful basis on which we collect and use your personal data when:

we need to use the information to comply with our contractual fulfilment

we need to use the information to perform a contract with you; and or

it is fair to use the personal information either in our interests or someone else's interest, where there is no disadvantage to you. This can include where it is in our interests to contact you about products and services, market to you, or collaborate with other to improve our services.

We rely on Legal obligation as the lawful basis on which we collect and use your personal data

Prescribed information

YOUR RIGHTS

Under the general data protection regulation, you have a number of important rights free of charge. In summary, those include rights to:

Fair processing of information and transparency over how we use your personal information
Access to your personal information and to certain other supplementary information that this privacy notice is already designed to address

Require us to correct any mistakes in your information which we hold

Require the erasure of personal information concerning you in certain situations

Receive the personal information concerning you which you have provided to us, in a structured, commonly used and machine readable format and have the right to transmit those data to a third party in certain situations

Object at any time to processing of personal information concerning you for direct marketing

Object to decisions being taken by automated means which produce legal effects concerning you or similarly significantly affect you

Object in certain other situations to our continued processing of your personal information
Otherwise restrict our processing of your personal information in certain circumstances
Claim compensation for damages caused by our breach of any data laws

Further information on each of those rights, including the circumstances in which they apply, see the [Guidance from the UK Information Commissioner's Office \(ICO\) on individuals rights under the General Data Protection Regulation.](#)

If you would like to exercise any of those rights, please email, call or write to us

Let us have enough information to identify you e.g. Full Name and property address.
Let us have proof of your identity and address (a copy of your driving license or passport and a recent utility bill) and
Let us know the information to which your request relates, including any account or reference numbers, if you have them.

KEEPING YOUR PERSONAL INFORMATION SECURE

We have appropriate security measures in place to prevent information from being accidentally lost or used or accessed in an unauthorised way. We limit access to your personal information to those who have a genuine business need to know it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality.

We also have procedures in place to deal with any suspected breach where we are legally required to do so.

HOW TO COMPLAIN

We hope that we can resolve any query or concern you raise about our use of your information.

The General Data Protection Regulation also gives you right to lodge a complaint with a supervisory authority, in particular in the European Union (or European Economic Area) state where you work, normally live or where any alleged infringement of data protection laws occurred. The supervisory authority in the UK is the Information Commissioner who may be contacted at <https://ico.org.uk/concerns/> or telephone 0303 123 1113

CHANGES TO THIS PRIVACY NOTICE

This privacy notice was published on 14/5/18 and last updated on 14/5/18.

We may change this privacy notice from time to time and when we do, we will inform you.

DO YOU NEED EXTRA HELP

If you would like this notice in another format (for example: audio, large print, braille) please contact us.