



Generated privacy notice - general business

StraightLine Property Management LTD customer privacy notice

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

Our contact details

Telephone

07961276654

Email

ross@slpmanagment.co.uk

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)
- Account information
- Identification documents



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)
- Purchase history
- Account information, including registration details
- Information used for security purposes
- Marketing preferences

We collect or use the following information for **research or archiving purposes**:

- Names and contact details
- Addresses

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

- Identification documents
- Health and safety information

Lawful bases

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

- Consent
- Contract
- Legal obligation

STRAIGHTLINE

PROPERTY MANAGEMENT

- Legitimate interest:
 - We collect your data so we can carry out the service you have instructed us to do by means of managing your properties. The information we store will not be shared with any third-party company unless instructed to do so by you. This could be if we needed a contractor to come to your property to fix a socket or plumb in a new washing machine. We would make you aware of who we are sharing your details with and would need written consent from you by way of email to confirm you authorised this.

Our lawful bases for collecting or using personal information for **the operation of customer accounts and guarantees** are:

- Consent
- Contract
- Legitimate interest:
 - We collect your data so we can carry out the service you have instructed us to do by means of managing your properties. The information we store will not be shared with any third-party company unless instructed to do so by you. This could be if we needed a contractor to come to your property to fix a socket or plumb in a new washing machine. We would make you aware of who we are sharing your details with and would need written consent from you by way of email to confirm you authorised this.

Our lawful bases for collecting or using personal information for **research or archiving purposes** are:

- Consent
- Contract
- Legitimate interest:

STRAIGHTLINE

PROPERTY MANAGEMENT

- We collect your data so we can carry out the service you have instructed us to do by means of managing your properties. The information we store will not be shared with any third-party company unless instructed to do so by you. The information stored will be so we can keep track of your portfolio and successfully do our role you have employed us to do

Our lawful bases for collecting or using personal information for **legal requirements** are:

- Consent
- Contract
- Legal obligation
- Legitimate interest:
 - We collect your data so we can carry out the service you have instructed us to do by means of managing your properties. The information we store will not be shared with any third-party company unless instructed to do so by you. The information stored will be so we can keep track of your portfolio and successfully do our role you have employed us to do

Where we get personal information from

- People directly

How long we keep information

We will keep and store your information for 5 years after our services to you have ended.

Who we share information with

Data processors

HubSpot

This data processor does the following activities for us: This is our CRM system where all the client's information is stored

Other organisations

- Relevant regulatory authorities
- Organisations we're legally obliged to share personal information with
- Emergency services (where necessary)
- Other relevant third parties:
 - third party companies we share your data with will be independent contractors, the information they will be provided is the address of your property they are due to work on. Any personal information will not be disclosed

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal data.

Your right to rectification - You have the right to ask us to rectify personal data you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal data in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal data in certain circumstances.

Your right to object to processing - You have the right to object to the processing of your personal data in certain circumstances.



Your right to data portability - You have the right to ask that we transfer the personal data you gave us to another organisation, or to you, in certain circumstances.

Your right to withdraw consent – When we use consent as our lawful basis you have the right to withdraw your consent.

You don't usually need to pay a fee to exercise your rights. If you make a request, we have one calendar month to respond to you.

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

How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

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>

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26 April 2024