

## **PRIVACY NOTICE**

Rawlins Estates Limited (“**Rawlins**”, “**we**” or “**us**”) is a controller of your personal data, or acts on behalf of other controller companies that own leased properties including the property you have leased or may lease. Rawlins provides agency services and / or property management services and we are committed to protecting your personal data.

### **The personal data we collect**

We collect the following personal data about you if you use our services:

- your personal details, including your name, date of birth, national insurance number, citizenship and residency status, electoral roll status, details of any legal proceedings taken against you, such as County Court judgments, bankruptcy proceedings or criminal convictions
- your contact details, including address, telephone number, e-mail address and previous address if you have spent less than 3 years at your current address
- your family or friends details if they will be living with you at the tenanted property
- your employment history, including dates of employment, responsibilities and salary
- your referees details
- your guarantors details
- personal details of representatives of commercial lessors, including names
- contact details of representatives of commercial lessors, including address, telephone number, email address

### **How we collect your personal data**

We will collect your personal data directly or through one of our Reference Agencies and / or letting agents who will process your personal data on our

behalf. This will involve you completing a tenancy application form and providing supporting documentation directly to them and to our agency.

You are under no statutory or contractual obligation to provide personal information to us. However, if you fail to provide certain personal data when requested, we may not be able to process your tenancy application (or the application submitted by the organisation you represent) properly or at all, we may not be able to enter into a contract with you (or the organisation you represent), or we may be prevented from complying with our legal obligations.

### **How we use your personal data**

We will primarily use your personal data to take steps at your request to enter into a tenancy agreement with you or the organisation you represent. This will include determining suitability to enter into a tenancy agreement such as carrying out a credit check with a third party credit reference agency including a credit check on guarantors, a criminal record check with the Disclosure and Barring Service and contacting referees and guarantors. If you enter into a tenancy agreement we will use your personal data to manage contractual rights and obligations and correspond with you throughout the term of the agreement.

We may also use your personal data in other instances such as where it is necessary to comply with a legal obligation.

### **How we share your personal data**

We will share your personal data with third party service providers, including:

- organisations that will conduct pre-tenancy background checks
- organisations that let and manage property assets including their staff and agents
- our professional advisors such as our accountants and lawyers
- our insurance brokers and insurers
- our IT service providers
- other organisations relevant to the management of property assets such as utility suppliers and the local Council

Where your personal data is shared with third party service providers we will require them to confirm they comply with applicable United Kingdom data protection laws and have in place appropriate technical and organisational security measures to protect your personal data.

We may also share your personal data if required to do so by law and may also do so where necessary to protect ourselves against liability, unlawful activity or protect our other legal rights.

### **How long we keep your personal data**

We will keep your personal data for 6 months unless you enter into a tenancy agreement in which case we will keep your personal data for 6 years after the conclusion of the tenancy agreement. We may keep data for longer than these periods if we have legitimate reasons for doing so, such as where the personal data is subject of legal proceedings.

### **How we protect your personal data**

We maintain appropriate administrative, technical and physical safeguards to protect your personal data against accidental or unlawful destruction, accidental loss, unauthorised alteration, unauthorised disclosure or access, misuse, and any other unlawful form of processing. This includes, for example, antivirus software, firewalls, password protection, other access and authentication controls. We also backup your personal data and ensure we limit access to only those employees, agents and third party service providers that need access to perform their duties and responsibilities.

We have procedures in place to deal with suspected data breaches and we will notify the Information Commissioner's Office and you of a suspected breach where we are legally required to do so.

### **Transferring your personal data to a foreign country**

We may transfer your personal data to countries inside the European Economic Area ("**EEA**"). For example, your personal data may be saved on a server which is

located in the EEA. If your data is transferred outside the EEA it will be done so in accordance with the requirements of United Kingdom data protection laws.

### **Your rights**

As a data subject, you have a number of statutory rights. Subject to certain conditions, and in certain circumstances, you have the right to:

- request access to your personal information which enables you to receive a copy of the personal data we hold about you
- request rectification of your personal information which enables you to have inaccurate or incomplete personal data we hold about you corrected
- request the erasure of your personal information which enables you to ask us to delete the personal data we hold about you as long as there is no reason why we must continue to hold it
- restrict the processing of your personal information which enables you to ask us to suspend the processing of your personal data for example if you feel the data is not accurate
- data portability which enables you to request we transfer your personal data to another party
- object to the processing of your personal information which enables you to ask us to stop processing your personal information where we are relying on a public interest or legitimate interests purpose
- right to object to automated processing which enables you to ask us to stop automatically processing your personal data where such processing produces legal effects concerning you or similarly significant affect

If you wish to exercise any of your rights please write to us and provide us with a certified copy of your identification document such as a passport, drivers licence or identification card.

While changes will be reflected in our database within a reasonable period of time we may retain personal data about you when we are legally obliged to do so, on backups, for prevention of fraud or where we otherwise believe we have a legitimate reason to do so.

### **How to make a complaint**

Should you want to make a complaint about the processing of your personal data please write to us. If you are not satisfied with our response you can complain to your local data protection authority **How to contact us**

If you have any questions about this privacy notice or how we handle your personal information, please write to us at the following address:

Unit 325  
78 Golders Green Road  
London NW11 8LN



**Rawlins Estates Ltd**

Tel: 020 8371 0033

Mobile: 07535598405

email: [info@rawlinsestates.co.uk](mailto:info@rawlinsestates.co.uk)

<https://www.rawlinsestates.co.uk/>



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