

## Privacy Policy

**DON'T PANIC – We will only contact you about your property or a property to rent or the letting of a property you are guaranteeing but by law we have to tell you:**

### What information do we collect from you?

We collect information about you when you register with us to see a property to rent or for the valuation of your property to let. We also collect information when you voluntarily complete customer surveys, provide feedback and participate in competitions. Website information is collected using cookies.

### We obtain your personal information by way of:

Landlord	Prospective / Tenant / and minors of the Tenant/ Guarantor
<ul style="list-style-type: none"> <li>• You're asking for your property to be valued</li> <li>• By completing the Agents Terms and Conditions of business</li> <li>• By us (possibly) contacting the Land Registry to confirm ownership</li> <li>• Telephone calls and emails and personal visits to our office.</li> <li>• Third parties contacting us about your property e.g. your Accountant, neighbours, Local Authority.</li> <li>• Utility account</li> <li>• Photograph identification -passport and/or driving licence.</li> </ul>	<ul style="list-style-type: none"> <li>• Your request for further information or to view a property to rent and us completing our Tenant Enquiry form/or your acceptance to stand as Guarantor for a prospective/tenant.</li> <li>• By you completing our Tenant Application Form.</li> <li>• By completing Credit Reference Agency forms online or on paper, their replies to searches made and your ability to rent the property.</li> <li>• Letters, emails and telephone calls to us from you and from References and third parties obtained about you and your ability to rent the property and your occupation of the property.</li> <li>• By providing bank statements, utility bills, driving licence and passport etc during the referencing process, your Right to Rent in the UK, and renewals.</li> <li>• Telephone calls and emails and personal visits to our office.</li> <li>• Prescribed information within the Tenancy Agreement.</li> </ul>

We may collect, store and review information about a users' computer, visits to and use of our website (including but not limited to IP addresses, browser types and versions, operating systems, referral sources, length of visits and page views.

When you log into our pages on Social media you give permission to share your details. We may see your name, email address and any other chosen details to be shared according to Facebook settings.

Visits to our email address and our website may result in transfer of personal data across national boundaries. By contacting us electronically you consent to the transfer of Personal Information outside the European Economic Area.

## How will we use the information about you?

We will use (process) the information you have given us or we have obtained about you with a view to communicating, assessing and assisting with your property needs, entering, continuing or in the performance of or completing a contract in the letting or renting of Residential Property or Property Management. This will include collecting the names, dates of birth, age and nationality of all those persons wishing to live at the property including minors aged 16-18 who will reside at the property. If you are a foreign national we shall keep copies of the identification documents as evidence.

We will use the information to market our services. We will send email, post or telephone marketing communications which we think will be of interest to you. Such services can be stopped upon request. We will only contact you with messages we feel are relevant and of particular interest to you.

We will not disclose or sell any information to a company outside Stanley and Partners to offer products or services. We will not contact persons aged between 16 – 18 nor with marketing materials nor will we sell their details to a 3rd party. Their details will only be used upon reaching the age of 18 on the renewal of your Tenancy agreement whereupon we shall require that individual to be named on the Tenancy Agreement, to complete our full referencing process and to comply with the Right to Rent Checks 2016.

## Who might we share the information with?

We may contact, by mail, phone, email or in person and speak with any of the following people in relation to your data: utility companies, yourself, relatives, guardians, guarantors, life partner, current past and present employers, business associates, professional advisers, employees and agents of Stanley and Partners, prospective landlords, advertising on the internet and in permanent form, suppliers of goods and services, credit reference agencies, central and local government, debt collection agencies, Police forces, survey and research organisations, Government backed Tenancy Deposit Schemes.

## How long do we keep hold of the information?

We will keep your information only as long as it is relevant and useful for the purpose for which it was collected, if you ask us to stop or as long as the Law requires.

## How can I access the information held about me?

The Data Controller is Mr J R Stanley who can be contacted at 14 Station Road, Burgess Hill. West Sussex. RH15 9DQ You may request a copy of the information we hold about you upon written request to Mr Stanley. We may request further information to ascertain your identity.

## Changes to this policy

Our Privacy Policy may change, be updated or altered from time to time and will be posted on our website which should be checked by all users occasionally.

## Consent

Here at Stanley and Partners we take your privacy seriously and will only use your personal information to administer your letting or renting of a property through us once you have signed our Terms & Conditions. If you do not fully disclose the personal information requested we will not be able to continue with your application to let or rent the property.

From time to time we would like to contact you with: details of questionnaires from us and keeping you informed, prior to the signing of our T&C's, of our services which may be of interest to you relating to property you own or rent or keeping you informed prior to signing our Terms and Conditions.

If you consent to us contacting you for this purpose please tick the boxes and sign below:

**For Landlords and prospective landlords:**

- Contacting you with our services to Let and or Manage the Property.
- Questionnaires and feedback to gain your insight in how to improve our business and service to you at any time.

**For Tenants and prospective tenants and Guarantors:**

- Contacting you with prospective properties to rent.
- Contacting you as Guarantor regarding a prospective/tenant request to rent a property.
- Contacting Guarantors regarding our services to Let and or Manage a Property.
- Questionnaires and feedback to gain your insight in how to improve our business and service to you at any time.
- I confirm that I have Parental Responsibility for any minors age 16-18 who will live at the property and hereby consent to their details being retained by Stanley and Partners in accordance with Right to Rent Checks 2016 and for referencing upon their reaching 18 and the renewal of any tenancy agreement. (We cannot let the property to you without this box being ticked, signed and the information being given if you have children aged 16 -18)

Signed:..... Dated: .....

Print Name: .....