

Adrian Wedlake Residential Lettings and Management Privacy Policy

Our contact details

Name: Adrian Wedlake

Address: 29 The Tynings, Clevedon, BS21 7YP

Phone Number: 07931138802

E-mail: adrian@adrianwedlake.co.uk

Website: www.adrianwedlake.co.uk

The type of personal information we collect

We currently collect and process the following information:

- Information you give us: You may give us personal data by completing online forms and paper work or by contacting us via phone, email or otherwise. This includes identifying, financial, contact, marketing and transactional data. Title, name, marital status, gender, date of birth, property ownership details or other evidence of your ability to let the property, your interests and preferences, references, details of your immigration status, credit checks, employment history (current and former employer) feedback and survey responses, address (including past address), billing address email address and telephone numbers, salary, bank details, bank account and payment details, credit card details, mortgage statements, details of your dependents, details about payments to and from you and other services you have purchased through us. Any special requirements you may have in relation to attending viewings.
- Information we collect from you: For each of your visits to our website we may automatically collect technical and usage data. This includes; Internet protocol address, browser plug-in types, how you use our website products and services and length of visit to certain pages.
- Information we receive from other sources: To help us fulfil our contractual obligations and to verify the information you have given us we may receive personal data from third parties who we work with including Vouch (credit referencing agency), landlords, employers, letting and managing agents.

We do not collect Special Category data.

How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- Apply for or enquiring about our services
- Contact us through social media
- Give us some feedback
- Request marketing to be sent to you
- Speak with us on the telephone
- Enter a competition, promotion or survey
- Make a complaint

We also receive personal information indirectly, from the following sources in the following scenarios:

- Public available sources or registers, eg. HM Land Registry and/or the Electoral Register, Companies House
- Credit reference agencies
- Property portals through which you request our services
- Data brokers or aggregators, e.g Zoopla (based inside the EU, or Meta (Facebook & Instagram) (based outside the EU)
- Government or police databases or registers

We use the information that you have given us in order to:

- Provide property management
- Complete tenant referencing
- Provide tenancy agreements
- Register deposits
- Obtain proof of property ownership
- Complete money laundering checks

We may share this information with the third parties listed below for the purpose of providing our services to you.

- Letting Agents, Landlords, Property Managers, Tenants
- Utility providers
- Energy and Media suppliers
- Insurers
- Fraud prevention agencies
- Trade contractors
- Tenancy deposit schemes
- Local authorities and government law enforcement agencies
- Government departments
- Property portals

- Credit reference agencies
- Debit collection agencies
- IT providers; Zoopla, Alto, Cloud
- Mortgage lenders and brokers
- Surveyors
- Solicitors
- Google
- We may be required to disclose or share information if required by the courts, police or other legal reasons

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

(a) Your consent. You are able to remove your consent at any time. You can do this by contacting adrain@adrainwedlake.co.uk

(b) We have a contractual obligation.

(c) We have a legal obligation.

(d) We have a vital interest.

(e) We need it to perform a public task.

(f) We have a legitimate interest.

How we store your personal information

Your information is securely stored.

We keep your personal data whilst you use our services and for a minimum of 7 years from your last interaction with us for regulator, accounting and legal purposes. We will then dispose your information by deleting your data or rendering it permanently anonymous so it is not associated with you.

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 information.

Your right to rectification - You have the right to ask us to rectify personal information 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 information in certain circumstances.

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

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

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

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at adrian@adrianwedlake.co.uk, 07931138802 and or 29 The Tynings, Clevedon, BS21 7YP if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at adrian@adrianwedlake.co.uk, 07931138802 and or 29 The Tynings, Clevedon, BS21 7YP for data protection queries.

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 1231113

ICO website: <https://www.ico.org.uk>