

Man & Co Estate Agents takes data protection law very seriously. Please read this policy carefully as it has been put together to give you more information on the data we hold on you and what we do with that data.

We want you to know that Man & Co Estate Agents respects the information we hold on you and you can trust us to respect your privacy and keep your personal information safe.

About our Processing of Your Data

Personal data, or personal information, means any information about an individual from which that person can be identified. It does not include data where the identity has been removed (anonymous data).

We may collect, use, store and transfer different kinds of personal data about you which we have grouped together follows:

Identity Data includes first name, maiden name, last name, username or similar identifier, marital status, title, date of birth and gender.

Contact Data includes billing address, delivery address, email address and telephone numbers.

Financial Data includes bank account and payment card details.

Transaction Data includes details about payments to and from you and other details of products and services you have purchased from us.

Technical Data includes internet protocol (IP) address, your login data, browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform and other technology on the devices you use to access this website.

Profile Data includes your username and password, purchases or orders made by you, your interests, preferences, feedback and survey responses.

Usage Data includes information about how you use our website, products and services.

Marketing and Communications Data includes your preferences in receiving marketing from us and our third parties and your communication preferences.

We do not collect any **Special Categories of Personal Data** about you (this includes details about your race or ethnicity, religious or philosophical beliefs, sex life, sexual orientation,

political opinions, trade union membership, information about your health and genetic and biometric data). Nor do we collect any information about criminal convictions and offences.

How Long will Your Personal Data be Kept?

We holds different categories of personal data for different periods of time. Wherever possible, we will endeavour to minimise the amount of personal data that we hold.

- If '*consent*' is the basis for our lawful processing of your data, we will retain your data so long as both the purpose for which it was collected, and your consent, are still valid. We review the status of your consent every twelve (12) months and treat non-response to our requests for renewal of consent as if they were your request to withdraw consent. Occasionally, we might identify a legitimate interest in retaining some of your personal data that has been obtained by consent. If we do, we will inform you that we intend to retain it under these conditions and identify the interest specifically.
- If we process your data on the basis of '*legitimate interests*', we will retain your data for so long as the purpose for which it is processed remains active. We review the status of our legitimate interests every twelve (12) months and will update this notice whenever we determine that either a legitimate interest no longer exists or that a new one has been found.
- All categories of personal data that are held by us because they are essential for the performance of a contract, will be held for a period of six years, as determined by reference to the Limitations Act 1980, for the purposes of exercising or defending legal claims.

Who Else Will Receive Your Personal Data?

Man&Co Estate Agents passes your data to the third parties listed in the section '*Third Party Interests*' below, for the purposes of providing our services to you, and for no other purpose.

Third Party Interests

Our Data Processors

Name of Third Party	Purposes for Carrying out Processing
Law Enforcement Officials	If required by law or for compliance
Government Authorities	If required by law or for compliance
Eviction Specialists	Tenant Arrears and Evictions

Third Party Maintenance (Plumbers, electricians etc)	To arrange repairs as required under the tenancy agreement
Building Contractors	To arrange repairs as required under the tenancy agreement
Utility Companies	Arrange change of names as required under the tenancy agreement
Inventory Companies	Check In and Check Outs for Tenancies
Surveyors	Building Surveys, Lease Advice and Disputes
Solicitors	Conveyancing and Legal Advice relating to property
Independent Financial Advisers	Financial Advice and Insurances
Mortgage Brokers	Mortgage Advice and Services
FCC Paragon	Tenant Referencing and Insurance Services
Credit Safe UK	Digital AML and PEP checks
DPS	Registering Tenancy Deposits
DocuSign	Electronic Document Signatures
Estate IT	Website Provider
On The Market.com	Advertising
Zoopla	Advertising
Social Media (Facebook,)	Marketing and Advertising
Office 365	Emails and Data Storage

Complaints

You can send us your complaints directly to info@manandco.co.uk



