

CASTLEGATE ESTATES AND LETTINGS PRIVACY NOTICE

Privacy Notice

Castlegate Estates and Lettings Ltd are your 'data controller' we can be contacted in the following way.

Address: 118/120 Man Street, Bulwell, Nottingham, NG6 8ET

Telephone number: 0115 9338 438

Email: info@castlegateproperty.co.uk

Castlegate take very seriously any Data given to us by a client and we fully comply with the new General Data Protection Regulations and guidelines. To this end we have below issued our 'Privacy Statement' explaining to you how we as a business handle your data.

ICO Registration Number: Z1996342

Your Personal Data

We will hold and process your personal data that is needed from you in the course of transacting business with you in connection with the Sale or Renting of your property for contractual and/or legitimate reasons. Therefore, your personal data may be shared with third parties to include but not limited to the tenants, landlords, contractors and property our management software systems to ensure the efficient management of that data and of any works requested. We will also hold and process your personal data for any lawful reason required such as in any law enforcement or a HMRC request or in dealing with public bodies. We will not share your personal data with any other third party not connected with the works requested without your explicit consent. We will not hold your data for any longer than is necessary other than relating to the length of time that you conduct business with us or as dictated by the law which governs our industry

We will endeavour to be fair and transparent with you at all times in the handling of your data.

Other reasons why your data may need to be collected and stored

1. **Compliance and legal reasons:** ie to satisfy our obligations under the RTR rules (see below) or as needs to be gathered by HMRC
2. **Contractual necessity:** ie information needed to respond to valuation requests, or to supply to solicitors etc
3. **Direct consent from you the client:** Using an 'opt in' approach allowing us to communicate with you moving forward for example so that we can communicate with you and keep you informed and updated by email, phone etc of any new laws rules or regulations that might affect you and allow us to send you any direct marketing information in relation to your business activities with us.

Right to Deletion

You have the right to request that all your personal data we hold is deleted. Such a request can be sent to the above address or email, where we will confirm deletion or if not possible, explain the legitimate or lawful reasons why such a request cannot be actioned within 7 working days of receipt.

An example of a lawful reason why data may not be deleted following a request to do so is where a tenant has ended their tenancy and requests deletion of their data whereby it is law that following a tenancy the data has to be kept complying with the law and rules of RTR ie current Right to Rent legislation and a client's details must be retained on record for a period of 12 months following a tenancy.

Right to Rectification

You have the right to request that we amend any personal data we hold for you if you believe it is incorrect. Such a request can be sent to the above address or email, where we will confirm rectification or if not possible, explain the legitimate or lawful reasons why such a request cannot be actioned within 7 working days of receipt

Subject Data Access Request

You have the right to request at any time, confirmation of the actual personal data we hold for you, and how this has been processed. Such a request can be sent to the above address or email which will be actioned within 7 working days of receipt. However, this will 'only' be released after we are satisfied that we are releasing this information to the right individual ie the person that the data directly relates to and acceptable identification of that individual will be required to be produced before any information can be released.

Complaint

In the first instance, if you have any complaint about how we hold or process your personal data, then please contact us at the above address or email. If you are still dissatisfied with our response, then you have the right to contact the Information Commissioners Office (ICO) at the following website <https://ico.org.uk/> quoting our ICO registration number which can be found above.