

# Privacy Policy

Selbourne Group Limited is the controller of personal data provided to us and is therefore committed to respecting the privacy of individuals and as required by the General Data Protection Regulation (GDPR) and is registered with the Information Commissioner's Office Number ZA215140

This Privacy Policy describes how Selbourne Group processes the personal data that it collects about you. Therefore, please read this Privacy Policy carefully.

## **What personal data does Selbourne Group Limited collect, and how is it collected?**

We collect information about you which identifies you or that can be used to identify you. This personal data may include information such as:

- Name
- Address (including any previous addresses)
- Guarantor name and address (if applicable)
- Email address
- Contact number(s)
- Bank details
- Identification

By signing our lease or contract you have given us consent for your data to be collected and processed for the purpose of managing the lease or contract.

## **How does Selbourne Group Limited use your personal data?**

The information we have will be used to:

- Undertake and perform our obligations and duties to you in accordance with the terms of our contract with you
- Enable us to supply you with the services and information which you have requested
- Help manage your tenancy and or contract agreement
- Contact you in order to send you details of any changes to our business that may affect you.
- Money laundering and immigration checks as required by law
- Undertake activities associated with the letting and management of the property

The information you provide to us will be treated as confidential, however Selbourne Group Limited may share part or all of your personal data with the following third-party persons

- Business associates and trusted suppliers
- Data processor and contractors, for the purpose of administrating and managing your lease/contract with us
- Government/Regulatory authorities if legally required to do so
- If you are unable to make payments your information may be disclosed to any relevant party assisting in the recovery of this debt or the tracing of you.
- To undertake statutory obligations such as gas and electrical testing or any other works required by law or in the process of safety or good property management

Unless required to do so by law, we will not otherwise share, sell or distribute any of the information you provide to us without your consent

## **Security**

Selbourne Group Limited takes all reasonable steps to ensure that the personal data you disclose remains in a secure environment.

## **Data Retention**

Selbourne Group Limited will retain general information for tenants/suppliers/employees for up to three years after the lease agreement or contract has come to an end. All signed lease agreements and contracts will be kept for a total of seven years.

It is Selbourne Group Limited's intention to give you as much control as is reasonably possible over how your personal data is processed. Accordingly, you are able to amend your preferences at any time.

If at any time you wish to update your personal data, or to see what records relating to your personal data we have, please contact; [office@selbournegroup.com](mailto:office@selbournegroup.com); or in writing to the address supplied below.

Should you wish to complain about the use of your information, we would ask that you contact us to resolve this matter in the first instance.

[office@selbournegroup.com](mailto:office@selbournegroup.com)

Selbourne Group Limited  
Trafalgar House  
110 Manchester Road  
Altrincham  
WA14 1NU

You also have the right to complain to the Information Commissioners Office in relation to our use of your information. The Information Commissioners contact details are noted below;

Information Commissioners Office  
Wycliffe House  
Water Lane  
Wilmslow, Cheshire  
SK9 5AF

Telephone: 0303 123 1113

Email: [casework@ico.org.uk](mailto:casework@ico.org.uk)

The accuracy of your information is important to us – please help us to keep our records updated by informing me of any changes to your email address or any other contact details.