



EXCLUSIVEROOMS

GDPR Privacy Notice

Contents

Introduction and background

Your rights

Information we collect

Transfer of data

Retention of data

Automated decision making

Securing your information

Use of cookies

Contact details

Introduction and background

The purpose of this policy is to outline how Exclusive Rooms has established measures to protect your privacy and information rights.

Your rights

We recognise that you have rights as a 'data subject', and that we have an obligation to uphold these. This privacy notice aims to outline how we maintain these rights. In particular, it outlines:

- How we collect and process your information,
- Why we do this,
- How you can exercise your rights,
- Who to contact in the event you're unhappy with our performance.

Your information rights:

Right	Explanation
Right to be informed	This encompasses the obligation for us to be transparent in how we collect and use your personal data.
Right of access	You have the right to access your personal data and supplementary information.
Right to rectification	If the information we hold on you is inaccurate or incomplete, you can request we correct this.
Right to erasure	You can request we delete or remove personal data where there is no compelling reason for us to continue processing.
Right to restrict processing	You have the right to request we cease processing your data, if: <ul style="list-style-type: none">• You consider it inaccurate or incomplete;• Where you object to processing and we are considering whether we still have a legitimate interest to process it.• Where we don't need the data for the original reason we collected it, but may need it to support a legal claim.
Right to data portability	Where you have consented to our processing your data, or where the processing is necessary for us to deliver a contract, you can request a copy of that data be provided to a third party in electronic form.
Right to object	You have the right to object to our processing under certain circumstances. For example, you can object to: <ul style="list-style-type: none">• Direct marketing (including profiling); and• Processing for purposes of scientific/historical research and statistics.
Rights relating to automated decision making including profiling	Where we apply automated decision making, we must <ul style="list-style-type: none">• Give you information about the processing,• Introduce simple ways for you to request human intervention or challenge a decision,• Carry out regular checks to make sure that our systems are working as intended. Information related to automated decision making is contained later in this notice.

This privacy notice should outline how we are transparent in our processing. Please get in touch with us through the 'contact details' section to find out more or to exercise your information rights

Information we collect

Please find below a summary of the information we collect and how we use this to deliver services to you.

Exclusive Rooms Lettings		
Information we collect	Why we collect this	How we process this
Client name, home address, telephone numbers and e-mail address.	For the purpose of conducting business with the client, in accordance with tenancy agreements and terms and conditions.	Secure Property Management Software and secure office filing systems.
Photographic identification.	To verify clients identity and undertake Right to Rent assessments.	Secure Property Management Software and secure office filing systems.
Bank details	To pay clients' money in accordance with agreed contracts.	Secure Property Management Software.
Credit search history	To qualify potential tenants for properties.	Secure Property Management Software and office filing systems.
Employment and income information.	To qualify potential tenants for properties.	Secure Property Management Software and office filing systems.
Property keys and alarm details.	To perform our day to day estate agency business.	Using secure code system.
Transfer of Data		
Data may be shared with landlords, referencing and credit agencies, utility management companies or utility companies or the Local authority from time to time dealing on any legal matters of a mutual client. Data may also be shared with inventory software providers or inventory providers, clients, tenancy deposit protection organisations or insurers, contractors, banking organisations, solicitors taking contractual remedy action, debt collection or enforcement agencies, the landlord or agents insurers, The Home office, HMRC and other departments within the Henry Adams business i.e. Henry Adams Fine Art, Land & New Homes and Residential Sales.		
Retention of Data		
Data will be held for up to 10 years from first client engagement or 7 years following the cessation of a contract. If you object to this retention, please contact us – details provided in the 'Contact' section.		
Automated Decision Making		
Prospective Tenant records inactive for a period of 80 days will be archived.		
Securing your Information		
Information is stored electronically on our software system and our secure office filing systems, password protected.		

Use of cookies

Like many major websites, the Exclusive Rooms Lettings Ltd Website may use "cookies" which store some information on computers accessing the Website. Cookies may be used by us for a variety of purposes. For example, we may use cookies to recognise a computer which has previously visited this Website and customise the Website according to previous preferences and site behaviour. Cookies may also be used to manage security and store information about the type of browser being used. With most Internet browsers, users can erase cookies from their computer's hard drive, block all cookies, or receive a warning before a cookie is stored. However, some parts of this Website may not function fully for users that disallow cookies. Further information on deleting or controlling cookies is available at www.aboutcookies.org.

Contact details

We recognise that you may have questions on how we process and/or store your data, or may want to change either the data we hold on you or how we communicate with you in the future.

If you have given consent for processing, you are free to withdraw that consent. To let us know this is the case, email info@exclusiverooms.net. If you have any questions in respect of this notice, or would like to exercise your rights as a data subject (for example, to correct data or to exercise your right to access):

- Exclusive Rooms as data controller can be contacted at info@exclusiverooms.net.
- Data Protection Officer can be contacted at info@exclusiverooms.net

If you are unhappy that we have not responded to your query adequately, or if you have a further complaint, the Information Commissioner's Office can be contacted at <http://ico.org.uk> 0303 123 1113.