

# Lynn Thompson Lettings Ltd Privacy Policy

## **Our contact details**

Name: Lynn Thompson Lettings Ltd

Address: 10-12 Post Office Avenue, Southport, PR9 0US

Phone Number: 01704536999/01704548000/01519288888

E-mail: [lettings@lynn-thompson.co.uk](mailto:lettings@lynn-thompson.co.uk)

Date: 12<sup>th</sup> September 2023

## **The type of personal information we collect**

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name and contact details)
- Email addresses
- Financial information
- Credit checks and personal references
- Criminal record checks
- Photographic identification

## **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:

- Applications for property rentals
- Correspondence
- Tenancy Agreements
- Management of Leasehold/Freehold properties
- Utilities
- Local Authority
- HMRC for overseas landlords

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

- Credit Referencing companies

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

**(a) We have a contractual obligation.**

**(b) We have a legal obligation.**

## **How we store your personal information**

Your information is securely stored within our software and hard copies are secured on site.

We keep personal identifiers for 3 years. We will then dispose of your information by archiving or destroying, any documentation.

## **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 [lettings@lynn-thompson.co.uk](mailto:lettings@lynn-thompson.co.uk) , 01704536999 , 10-12 Post Office Avenue, Southport, PR9 0US 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 [joel@lynn-thompson.co.uk](mailto:joel@lynn-thompson.co.uk)

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 123 1113

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