



CLARKE HILLYER LIMITED DATA PROTECTION POLICY

Clarke Hillyer Limited are committed to maintaining the trust and confidence of our landlords, tenants and clients. We do not sell, rent or trade email lists nor any contact or personal details with other companies and businesses for marketing or any other purpose.

Below is information on when and why we collect your personal information, how we use it, the limited conditions under which we may disclose it to others and how we keep it secure.

In order to carry out our property services, whether Management, Agency, Valuation or other professional service we have information such as address, contact telephone numbers and email address which are stored on our computer software package. For landlords we hold bank details too but these are never disclosed or passed onto anyone unless we receive express written instructions from you for us to do so.

As part of our property management process, we require personal information in order to communicate to you information regarding aspects of the property you are renting/letting and to maintain up to date records. We will only share your information (email address and/or telephone number) with our contractors who are employed to carry out general maintenance, legal requirements such as Gas Safety, property inspections etc., Local Authorities and energy suppliers. Only if specific consent/authorisation is given, will we share your sensitive information with other agents and/or referencing companies for the sole purpose of replying to reference requests. Your contact information will also be shared with your landlord or tenant should it be requested as both are interested parties during any tenancy and at expiry or date thereafter.

You are entitled to view, have amended, or have deleted the personal information that we hold, if it is no longer valid, and to do so please email your request to office@clarkehillyer.co.uk

We will keep your details for the periods set out below, after which, if we do not have specific consent to keep them, they will be deleted.

For agency enquiries	for 12 months
For management clients	until 24 months after we cease acting on your behalf
For tenants	until 24 months after you cease becoming a tenant of one of our clients
For valuation clients	For 24 months after completion of the report
For other professional services	For 24 months after completion of the relevant service

Our privacy policy will be reviewed every 12 months and as necessary to keep up to date with any changes in legislation that may occur from time to time.