

# Privacy Statement

## Who We Are

Midwinters Properties Limited is a privately-owned and managed property investment company.

## Our Commitment to Privacy

We take our responsibility to protect the personal information provided to us seriously. This statement explains how we do that. It sets out what we do with the personal information we hold, how we protect it, and it explains your privacy rights in respect of your personal information.

## Changes to Our Privacy Statement:

Midwinters Properties may update this statement from time to time to comply with legislation. Any changes will be updated on our website [www.midwintersltd.co.uk](http://www.midwintersltd.co.uk).

## The Personal Information We Collect

We use your personal information for the preparation of legal documents and the management of the contract and property.

## Where We Collect our Information From

We collect personal information directly from you or from agents that are acting on our behalf in connection with renting or leasing a property.

## Our Legal Basis for Processing Personal Information

We rely upon a number of different legal bases for processing personal information. These include:

1. The preparation and management of a contract or lease
2. To ensure compliance with all relevant legislation
3. Where it is in our legitimate interests to do so. This means that we use personal information to run our business and to provide the services we have been asked to provide.

## How We Use Your Information

We use your personal information for the following purposes:

1. Contacting you
2. Managing the contract

3. Managing the property
4. Arranging inspection visits
5. Undertaking repairs
6. Updating service providers
7. Preparing legal documents
8. Advising utility suppliers of changes to tenancies.

## **Sharing of Personal Information**

We may share your personal information with third parties such as: letting agents, solicitors, service providers such as electric, gas, water and specific organisations for the purpose of referencing.

Information will only be shared for the purpose of preparing and updating legal documents and updating of changes in tenancy information.

We will never sell your personal information or use it for marketing purposes.

## **Where We Keep Your Information**

Your information is stored on a computer in the UK and on a property management data base. It is backed up to the OneDrive Cloud.

## **Keeping Your Information Safe**

We take great care to ensure your data is secure and comply with the following Data Protection Principles:

1. Personal data is processed fairly. This means:
  - data is only used in a way that you would reasonably expect
  - consideration is given to the way in which data is used to ensure it would not have an adverse effect on you
  - you know how the information is being used by way of this Privacy Statement
2. Data is only collected for specified explicit and legitimate purposes.
3. Personal data is sufficient, relevant and limited to what is necessary to meet the requirements for which the data is processed
4. The information is accurate and up to date. Inaccurate information is removed or amended
5. Data is stored securely and within the specified time parameters and no longer than required by law
6. Data is processed and managed in a secure way, to ensure protection against unauthorised processing, accidental loss destruction or damage.

## **Your Rights**

Where applicable you may have the following rights over your personal information:

### **Request a Copy of the Information We Hold About You**

If you would like a copy of the personal information we hold about you, please contact us by e-mail at: [sarah@midwintersltd.co.uk](mailto:sarah@midwintersltd.co.uk). There is no charge for this service.

### **Make a Request to Remove Information We Hold About You**

If for any reason you do not want us to hold or use your information, please contact us by e-mail at: [sarah@midwintersltd.co.uk](mailto:sarah@midwintersltd.co.uk). We may need to keep some of your information for legal and business reasons, for example to comply with a regulatory requirement.

### **Ask Us to Correct Information We Hold About You**

If you think the personal information we hold about you is incorrect or out of date, please contact us by e-mail at: [sarah@midwintersltd.co.uk](mailto:sarah@midwintersltd.co.uk). We are committed to holding personal information that is accurate and current.

### **How Long We Keep Your Information**

We keep your information for as long as we need it for legitimate business or legal reasons. We then delete it safely and securely. If you would like us to delete your information, please contact us by e-mail at: [sarah@midwintersltd.co.uk](mailto:sarah@midwintersltd.co.uk).

### **How to Make a Complaint**

If you need to make a complaint about our handling of your personal information, please contact us directly by e-mail at: [sarah@midwintersltd.co.uk](mailto:sarah@midwintersltd.co.uk).

If for any reason you are unhappy with how we deal with your complaint, you can contact the Information Commissioner's Office at <https://ico.org.uk>

### **How to Contact Us:**

If you have any other questions about your personal information, please contact us by e-mail [sarah@midwintersltd.co.uk](mailto:sarah@midwintersltd.co.uk).