

Privacy Notice

Tully & Co is aware of its obligations under the General Data Protection Regulation (GDPR) and is committed to processing your data securely and transparently. This privacy notice sets out, in line with GDPR, the types of data that we collect and hold on you, either as a client of ours (current or former) or as an individual whose data we have collected in the conduct of our business. This privacy notice also sets out how we use that information, how long we keep it for and other relevant information about your data.

Data controller details

Tully & Co is the name of a partnership between Mazin Al-Baggou and Hazel Ramage.

Tully & Co is a data controller, meaning that it determines the processes to be used when using your personal data. Our address is 157 -159 Albert Road, Southsea, PO4 0JW.

Tully & Co are members of:

- The National Approved Letting Scheme (NALS)
- The National Association of Estate Agents (NAEA)
- The National Association of Letting Agents (ARLA)
- The Property Ombudsman Scheme (TPO)

As members of the above we abide by their codes of conduct for members. If you have a complaint which we are not able to resolve to your satisfaction you will be entitled to register a complaint with one of more of the above.

Data protection principles

In relation to your personal data, we will:

- Process it fairly, lawfully and in a clear, transparent way
- Collect your data only for legitimate reasons during the course of your engagement with us in the ways that have been explained to you
- Only use it in the way that we have told you about
- Ensure it is correct and up to date

- Keep your data for only as long as we need it
- Process it in a way designed to ensure it will not be lost, destroyed or used for anything that you are not aware of

Types of data we process

The types of data we hold about you may be provided by: you, any online platform used by you to access our property listings, credit reference agencies and your nominated referees and agents. This information may consist of the following:

- Your personal details including your name, address, email address, phone numbers
- Copies of your photographic identification
- Details of your employment and employer(s)
- Your banking details and financial records (including credit scores)

How we collect your data

Where you are a Client of the Company, we collect data about you as supplied by you when you instruct us to sell, let or manage your property. This data may include your:

- Name
- Address
- Copies of personal identification
- Email address
- Telephone number
- Payment details

Further information will be collected directly from you as and when required in order for us to provide you with the required service.

In some cases, with your permission, we will collect data about you from third parties, such as your solicitors or other nominated agents.

Where you are a guarantor, renter or purchaser (potential or actual) of one of our clients' properties we may initially ask you for the following:

- Name

- Address (including previous addresses)
- Copies of personal identification
- National Insurance Number
- Proof of residence
- Proof of income
- Email address
- Telephone number

In order to properly advise our clients as to your offer(s) we will need to obtain your data from other sources, such as credit reference agencies.

Personal data is held securely on our IT systems which are password protected and access to the information is restricted to those at Tully & Co who require access to undertake their job.

Why we process your data

The law on data protection allows us to process your data for certain reasons only:

- In order to perform the contract that we are party to
- In order to carry out legally required duties
- In order for us to pursue the legitimate interests of Tully & Co or our Clients
- To protect your vital interests or those of another natural person
- Where something is done in the public interest

All of the processing carried out by us falls into one of the permitted reasons. We will need to collect your personal data in order to carry out the contract that we have entered into with our clients and to pursue both their and our legitimate interests.

We also need to collect your data to ensure we are complying with legal requirements such as the Tenancy Deposit Scheme.

If you do not provide your data to us

One of the reasons for processing your data is to allow us to carry out our duties in line with our contracts to our clients.

If, as a client, you do not provide us with the data needed to do this, we will be unable to perform those duties.

Where you are a guarantor, renter or purchaser (potential or actual) of one of our clients' properties and you do not provide us with the information we require or prevent us from gathering the information about you which we require this may prevent us from communicating your offer to our clients or from properly advising our clients about your offer.

Sharing your data

Your data will be shared with colleagues within Tully & Co where this is necessary for them to undertake their duties. Your data may also be shared with our clients and their agents when you are a guarantor, renter or purchaser (potential or actual) of their property.

We do not share your data with bodies outside of the European Economic Area.

We may share your data with the following:

- Utility providers
- Local authorities,
- Service providers (for example if you wished for us to arrange for the installation of an internet connection prior to a move in date)
- Tradespersons carrying out maintenance or inspections to the property
- Credit reference agencies and inventory providers

We may also share your data with third parties as part of a Company sale or restructure, or for other reasons to comply with a legal obligation upon us.

Protecting your data

We are aware of the requirement to ensure your data is protected against accidental loss or disclosure, destruction and abuse. We have implemented processes to guard against this.

Where we share your data with third parties, we have a written agreement with them to ensure that your data are held securely and in line with GDPR requirements. Third parties must implement appropriate technical and organisational measures to ensure the security of your data.

How long we keep your data for

In line with data protection principles, we only keep your data for as long as we need it. We need to keep your data for the duration of any agreement or outstanding obligations under an agreement between us or between you and one of our clients. After these have been completed (for example a sale has concluded or a deposit has been returned after the conclusion of a tenancy) we shall hold your data for a further 14 days, unless we are legally obliged to keep the records for longer, in which case we shall hold your personal information for no longer than 14 days beyond the period our legal obligation requires.

Automated decision making

No decision which has a significant impact on you will be made solely on the basis of automated decision-making (where a decision is taken about you using an electronic system without human involvement).

Your rights in relation to your data

The law on data protection gives you certain rights in relation to the data we hold on you.

These are:

- The right to be informed. This means that we must tell you how we use your data, and this is the purpose of this privacy notice
- The right of access. You have the right to access the data that we hold on you. To do so, you should make a subject access request
- The right for any inaccuracies to be corrected. If any data that we hold about you is incomplete or inaccurate, you are able to require us to correct it
- The right to have information deleted. If you would like us to stop processing your data, you have the right to ask us to delete it from our systems where you believe there is no reason for us to continue processing it
- The right to restrict the processing of the data. For example, if you believe the data we hold is incorrect, we will stop processing the data (whilst still holding it) until we have ensured that the data is correct
- The right to portability. You may transfer the data that we hold on you for your own purposes
- The right to object to the inclusion of any information. You have the right to object to the way we use your data where we are using it for our legitimate interests

- The right to regulate any automated decision-making and profiling of personal data. You have a right not to be subject to automated decision-making in way that adversely affects your legal rights

Where you have provided consent to our use of your data, you also have the unrestricted right to withdraw that consent at any time. Withdrawing your consent means that we will stop processing the data that you had previously given us consent to use. There will be no consequences for withdrawing your consent. However, in some cases, we may continue to use the data where so permitted by having a legitimate reason for doing so.

If you wish to exercise any of the rights explained above, please contact Hazel Ramage at hazel@tullyand.co.

Making a complaint

The supervisory authority in the UK for data protection matters is the Information Commissioner (ICO). If you think your data protection rights have been breached in any way by us, you are able to make a complaint to the ICO.

Data Protection Officer

The Company's Data Protection Officer is Hazel Ramage who can be contacted at hazel@tullyand.co.