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What is GDPR?

The EU's GDPR was introduced to unify all EU member states' approaches to data regulation, ensuring all data protection laws are applied identically in every country within the EU. It will protect EU citizens from organisations using their data irresponsibly and puts them in charge of what information is shared, where and how it's shared.

The GDPR is due to come into force on 25 May - and even though the UK is due to leave Europe in the next 12 months, it will still apply to all businesses handling EU residents' data, effectively replacing the Data Protection Act 1998.

What do you need to know?

- ◆ **What information do Bagleys hold? Where is it held? For how long is information held? Who is my information shared with?**
 - ◆ Overleaf is a summary table to answer all of these questions.
- ◆ **Can I request a copy of the information held about me?**
 - ◆ Yes. You can write to us and request this. Any requests for information will be handled within 28 working days.
- ◆ **What happens if there is a security breach?**
 - ◆ Bagleys will notify you of the security breach without delay (no later than 12 hours after discovering the breach)
 - ◆ Within 24 hours Bagleys will confirm the nature of the breach, the records affected, details of any investigation, the likely consequences and measures taken to address, mitigate and prevent.
 - ◆ Bagleys will report the breach to the ICO (Information Commissioners Office) of which Bagleys are a registered member.
- ◆ **Can I complain about Bagley's handling of my personal information?**
 - ◆ Yes. In the first instance in writing to the Data Protection Officer (DPO), Sarah Bagley. The DPO has 28 days to respond to your complaint. If you are not satisfied with the response you can escalate to the ICO. Full details of how to contact can be found on their website www.ico.org.uk
- ◆ **Do Bagleys have a lawful basis to store my information?**
 - ◆ Yes under the grounds of Legitimate Interests. In order to perform their jobs Bagleys need to protect people's interests (financial and security), whether they be landlords, tenants, vendors or purchasers. The processing and storing of information is necessary eg to ensure a tenant's/purchasers affordability, to ensure the landlord/vendor are the true owners.

Confidentiality

Bagleys shall keep confidential and shall not disclose to any other person confidential information except as expressly permitted under the agreement eg. local council, energy providers and water companies.

NB Bagleys is a trading name of Bagley Rentals Ltd and Bagleys Residential Sales Ltd. Trading address: 90 Coventry Street, Kidderminster, DY10 1TF. Tel: 01562 744122. Email: sarah@bagleys-property.co.uk

Party	What information is held?	Where is information held?	How long is information held for?
Tenants	Full names, copies of ID, addresses, DOB, employment information, bank details, credit search and rent history.	<p>Paper files hold original tenancy paperwork, application forms and credit checks are in locked filing cabinets at 90 Coventry Street.</p> <p>We also use a password protected computer system to monitor repairs and rent payments.</p> <p>All PCs are password protected and when backup are encrypted.</p>	<p>Lettings files are held for a minimum of 7 years after the end of the contact. This is because the HMRC can request paperwork going back 7 years for financial reasons. If we continue to represent a landlord we can keep all records about their affairs for as long as the relationship lasts.</p> <p>If requested by the tenant contact numbers and email addresses will be deleted 24 months after the end of the tenancy agreement.</p>
Landlords	Full names, copies of ID, addresses, DOB, bank details and rent history.	<p>Paper files hold original agreements and relevant tenancy paperwork in locked filing cabinets at 90 Coventry Street.</p> <p>We also use a password protected computer system to monitor repairs and rent payments.</p> <p>All PCs are password protected and when backup are</p>	<p>Lettings files are held for a minimum of 7 years after the end of the contact. This is because the HMRC can request paperwork going back 7 years for financial reasons. If we continue to represent a landlord we can keep all records about their affairs for as long as the relationship lasts.</p>
Vendors	Full names, copies of ID, addresses, DOB and proof of ownership.	<p>AML (anti money laundering) forms and supporting documentation are held in paper files within a locked filing cabinet at 90 Coventry Street.</p> <p>All PCs are password protected and when backup are encrypted.</p>	<p>Sales files are held for a minimum of 6 years as this is the limitation period for someone bringing a legal claim.</p> <p>AML information has to be stored for a minimum of 5 years from the end of the relationship.</p>
Purchasers	Full names, copies of ID, addresses, proof of deposit and proof of mortgage.	<p>AML (anti money laundering) forms and supporting documentation are held in paper files within a locked filing cabinet at 90 Coventry Street.</p> <p>All PCs are password protected and when backup are encrypted.</p>	<p>Sales files are held for a minimum of 6 years as this is the limitation period for someone bringing a legal claim.</p> <p>AML information has to be stored for a minimum of 5 years from the end of the relationship.</p>