

## Privacy Policy

### **Our contact details**

Name: Mrs Kimberley Richards

Address: 76 Mansel Street, Swansea SA1 5TW

Phone Number: 01792 644023 - 07974935207

E-mail: kr@eiskenp.com- enquiries@eiskenp.com

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

We currently collect and process the following information:

- Your Name
- Date of Birth
- National Insurance Details
- Driver License number
- Previous Address
- Email
- Telephone Number
- Bank Details
- Emergency contact

### **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:

- To carry out referencing for you to take up occupancy of the property
- For both Eisken Properties Limited and our approved contractors to carry out duties to both you and the landlords in respect of works and visits

We use the information that you have given us in order to

- Pass information onto contractors to facilitate as swiftly as possible any repairs that maybe required.

We may share this information with

- Daryl Griffiths of Griffith Gas – Gas Engineer.
- Lee Dennis of Coastline Heating Services – Gas Engineer.
- Dan Power of Diago Property Maintenance – General Maintenance works/repairs
- Paul Dyer – General Maintenance and Rubbish Removals
- Adrian Sinfield/Nigel Owens of C-View Pest Control Services Ltd Pest Control
- Dean Webb of City Glazing and locks – lock and handle repair
- Stewart of Lockout 24/7 – lock repair/HMO works

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

**(a) Your consent. You can remove your consent at any time. You can do this by contacting Eisken Properties Limited, 76 Mansel Street, Swansea SA1 5TW. Please be advised by removing you're your consent you will be removing our access point for us to carry out our duty to you and the landlord**

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

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

**(f) We have a legitimate interest.**

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

Your information is securely stored.

We keep your information on paper file and E file. All information on E file is password protected and all staff members are aware of our confidential privacy policy and must ensure that no client information is passed to any third party without your consent for the duration of your occupation and for a maximum of 7 years We will then dispose your information by using Matthews Confidential waste who is a licence confidential Shredding Wase company.

### **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 Eisken properties Limited, 76 Mansel Street, Swansea SA1 5TW. [kr@eiskennp.com](mailto:kr@eiskennp.com) or by phone on 01792 644023 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 Eisken Properties limited, 76 Mansel Street, Swansea SA1 5TW. By email to Kimber Richards to this email [kr@eiskenp.com](mailto:kr@eiskenp.com) and telephone 01792 644023.

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>