



## **Cave Lettings (Trademark of Paul Walker Property Management Limited) customer privacy notice**

This privacy notice tells you what to expect us to do with your personal information.

### **Contact details**

By Post - **40-42 Audnam, Amblecote, Stourbridge, West Midlands, DY8 4AQ, GB**

By Telephone - **01384 431769**

By Email - **info@cavelettings.co.uk**

What information we collect, use, and why

We collect or use the following information to **provide services and goods, including delivery:**

- Names and contact details
- Addresses
- Date of birth
- Purchase or account history
- Payment details (including card or bank information for transfers and direct debits)
- Credit reference information
- Account information
- Records of meetings and decisions
- Identification documents
- Information relating to compliments or complaints
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We collect or use the following information for **the operation of customer accounts and guarantees:**

- Names and contact details
- Addresses
- Payment details (including card or bank information for transfers and direct debits)
- Information used for security purposes





We collect or use the following information to **prevent crime, prosecute offenders, or defend against legal action:**

- Names and contact information
- Customer or client accounts and records
- Video and CCTV recordings of public areas (including indoor and outdoor spaces)

We collect or use the following information for **service updates or marketing purposes:**

- Names and contact details
- Addresses
- Records of consent, where appropriate

We collect or use the following information to **comply with legal requirements:**

- Name
- Contact information
- Identification documents
- Financial transaction information

Lawful bases

Our lawful bases for collecting or using personal information to **provide services and goods** are:

- Consent
- Contract
- Legal obligation
- Legitimate interest:
  - Personal Data is entered into Rental Agreements

Our lawful bases for collecting or using personal information for **the operation of customer accounts and guarantees** are:

- Consent
- Contract
- Legal obligation
- Legitimate interest:





- Basic information required to enter into a tenancy agreement

Our lawful bases for collecting or using personal information to **prevent crime, prosecute offenders or defend against legal action** are:

- Consent
- Contract
- Legal obligation
- Legitimate interest:
  - If a tenancy goes wrong and we need to serve notice and apply to the courts for eviction

Our lawful bases for collecting or using personal information for **service updates or marketing purposes** are:

- Consent

Our lawful bases for collecting or using personal information for **legal requirements** are:

- Consent

Where we get personal information from

- People directly

How long we keep information

We hold the information for as long as the tenancy is current and for 6 years after the end of the tenancy.

Who we share information with

Others we share personal information with

- Professional or legal advisors
- Relevant regulatory authorities
- Organisations we're legally obliged to share personal information with
- Emergency services (where necessary)

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 data.



**Your right to rectification** - You have the right to ask us to rectify personal data 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 data in certain circumstances.

**Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal data in certain circumstances.

**Your right to object to processing** - You have the right to object to the processing of your personal data in certain circumstances.

**Your right to data portability** - You have the right to ask that we transfer the personal data you gave us to another organisation, or to you, in certain circumstances.

**Your right to withdraw consent** – When we use consent as our lawful basis you have the right to withdraw your consent.

You don't usually need to pay a fee to exercise your rights. If you make a request, we have one calendar month to respond to you.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

## How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF



Audnam House, 40-42 Audnam  
Stourbridge, West Midlands, DY8 4AQ  
T: 01384 431769  
E: info@cavelettings.co.uk  
www.cavelettings.co.uk



Helpline number: 0303 123 1113 Website: <https://www.ico.org.uk/make-a-complaint>

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