



# Easy Lettings (Birmingham) Ltd

## Privacy Policy

At Easy Lettings we understand that you want to be sure that your personal data is treated in a lawful, fair, and transparent manner according to the GDPR and Data Protection Act (2018) Guidelines. This document outlines how we collect, use, and distribute your personal data to give you peace of mind.

Our office can be found at the following address:

545 Bristol Road  
Selly Oak  
Birmingham  
B29 6AU

You can contact us on 0121 472 6969, or at  
[sales@easylettingsbirmingham.co.uk](mailto:sales@easylettingsbirmingham.co.uk)

### What data do you collect?

When you send us an enquiry, act as a guarantor/witness, or rent, let, buy, or sell a property with us or with one of our clients, the information we collect may include:

- Full name
- Date of birth
- Email address
- Phone numbers
- Current, forwarding, and billing addresses
- Next of kin details
- Student ID card, university course details, and sponsorship confirmation
- Employment status, payslips, and employer contact details
- Passport, driving license, visa, and/or other photographic identification documents
- Bank details and transaction data
- Signature

We may request other information from you to assist us in providing the best service we can. Any other information volunteered is treated the same as any other personal information we collect and is protected by the same legislation.

### **How do you collect my information?**

The most common way that we collect information from you is by direct interaction, for instance:

- by sending us an enquiry through our website
- by phone call
- by email
- in visits to our office
- through completing physical paperwork.

We also collect information from you when you send an enquiry through Rightmove in the EU.

### **Why do you collect this information?**

We collect your personal information for the following reasons:

- Contractual necessity – to allow us to fulfil any contract entered into by Easy Lettings or our clients and yourself.
- Legal necessity – to allow us to fulfil our legal obligations.
- Legitimate necessity – to allow us to conduct our business to the best of our ability, protect our interests, recover any debts, and keep our information up to date.

### **Do you share this information with any Third Parties?**

As a rule, we will not share personally identifiable information with anyone not directly employed by our agency, or anyone not named in a contract between Easy Lettings and yourself, without written permission from you.

We may however share your personal data:

- To protect our legal rights or the legal rights of our Third-Party contractors.
- To comply with any legal requirement, or any legal processes or requests.
- With our successor in the event of the sale of any related assets or of a company reorganisation, sale, or merger.

### **How long will you store my data?**

Easy Lettings Birmingham will not keep any personal data for any longer than is deemed necessary to fulfil our legal obligations, and only for the purpose for which it was collected. Typically, this period includes the length of your tenancy plus an additional six-year period as per the Limitations Act 1980.

### **What rights do I have as a Data Subject?**

As a Data Subject you have the right to access:

- One copy of the personal data we hold for you, free of charge. A reasonable fee may be charged for further copies.

- Information about how we process your data (such as purposes, recipients, etc.)

You also have the right to request the deletion of your data. We will always comply with your request, except for where your personal data is used to comply with our legal obligations.

### **How can I raise a complaint?**

If you would like to make a complaint about how we use your data, you can contact us in the first instance at [sales@easylettingsbirmingham.co.uk](mailto:sales@easylettingsbirmingham.co.uk). Alternatively, you can make a complaint to the International Commissioners Office.

### **For more information...**

You can find more information on our data protection policies by visiting the International Commissioners Office website. As required by the Data Protection Act 2018, we are registered with the ICO as a data controller. Our adherence certificate is available upon request.