

RE/MAX FUTURE PRIVACY POLICY

1. Introduction

'RE/MAX Future' is the trading name of Tufnell Park Properties Ltd. and notified as a Data Controller with the Office of the Information Commissioner under registration number **ZA080724** for collecting and processing your personal data. This notice explains what information we collect, when we collect and how we use this. During course of our activities, we will process personal data (which may be held on paper, electronically, or otherwise) about you and we recognise the need to treat it in an appropriate and lawful manner. The purpose of this notice is to make you aware of how RE/MAX Future will handle your information. If there are any changes to the way in which your personal information is used, this Privacy Notice will be updated.

2. What personal information do we collect?

We will collect your full name and contact details (such as phone number, email address and postal address) from you whenever you engage with us. In addition, if we are providing service to you, or on your behalf, where we are required to do so by law, we will collect information relating to your identity and one form of documentation with proof of your place of residence.

Lettings and Property Management

We collect the following information from applicants/tenants/guarantors:

- Personal contact and identity details such as title, name, phone number, email address, postal address, date of birth, national insurance number, marital status, nationality.
- Background information such as previous landlord details, employment status/details, employer details, accountant details, next of kin, dependants, property address/ownership details and other income details, specific access requirements to find a property that is suitable for your needs.
- Bank account, credit card details and hire purchase/loan agreements, bank references, credit check results.
- Tenancy details such as property address, rent, deposit, joint tenants and other residents.
- Immigration/right to rent checks.
- Utility and service responsibilities.
- Any welfare benefits that you may be eligible for, or are currently on.

Buying and Selling

Where you engage with RE/MAX Future as an individual buyer or seller we will collect your personal contact details to get in touch with you and information required to identify you to meet anti-money laundering requirements. If the investor is an entity such as a company, trust or charity, we may need to collect personal information about the controllers and the beneficiaries of the entity.

3. How do we use your personal data?

Lettings and Property Management

We need your information and will use your information:

- to undertake and perform our obligations and duties in accordance with the terms of our contract with you.
- to enable us to supply you with the services and information which you have requested.
- to help you to manage your tenancy and/or your property.

- to carry out due diligence on any prospective tenant and/or guarantor, including whether there is any money judgements against them, or any history of bankruptcy or insolvency.
- to analyse the information we collect so that we can administer, support and improve and develop business and services we offer.
- to contact you in order to send you details of any changes to our suppliers which may affect you and
- for all other purposes consistent with the proper performance of our operations and business.

Buying and Selling

Where you engage with RE/MAX Future as a vendor or buyer we will use your personal data for the purposes of fulfilling our obligations and/or for the purposes of arranging a contract for sale or a lease for you.

4. Sharing of Your Information

Unless required to do so by law, we will not otherwise share, sell or distribute any of the information you provide to us without your consent. RE/MAX Future will not transfer your data to countries outside the European Economic Area.

Lettings and Property Management

We may disclose your information to other third parties who act for us for the purposes set out in this notice or for purposes approved by you, including the following:

- If we enter into a joint venture with or merge with a business entity, your information may be disclosed to new business partners or owners.
- To carry out due diligence on you as a prospective tenants/guarantor, including but not limited to the carrying out of affordability checks, due diligence checks and the obtaining of references from relevant parties, whose data you have provided.
- If you request so, your information shall be disclosed in order to determine if there are any money judgements against you, as the prospective tenant/guarantor, or to determine if they have a history of bankruptcy or insolvency.
- If you are unable to make payments under your tenancy, your information may be disclosed to any party assisting in the recovery of this debt or the tracing of you as a tenant, and
- In the creation, renewal or termination tenancy, your information will be disclosed to the relevant local authority, tenancy deposit scheme administrator, service/utility provider, freeholder, factor, facilities manager or any relevant person or organisation in connection with this.

Buying and Selling

Where you engage with RE/MAX Future as a vendor or buyer we will share your personal data with relevant authorities and other organisations to facilitate the sale or purchase such as solicitor firms, surveyors and for fulfilling our legal obligations required under money laundering regulations.

5. Security

The security of information is very important to us and we have measures in place which are designed to prevent unauthorised access to your personal data including but not limited to:

- When you give us information we store our client files on our secure client management systems.
- Hard copy documentation is stored in file cabinets or storage where only RE/MAX Future Employees have access.

6. How long we will keep your information

We will only hold your personal data for as long as is necessary for the relevant activity or required by law. The period for which RE/MAX Future will keep your personal data will depend on the type of service you have requested from us.

7. Accuracy of your information

The accuracy of your information is important to us. Please contact us to keep our records updated by informing us of any changes to your contact details and in your circumstances in relation to the services that you requested from us.

8. Your Rights

You have the right at any time to:

- request a copy of the information about you held by RE/MAX Future.
- require us to correct any inaccuracies in your information.
- make a request to us to delete what personal data of yours we hold where the data is no longer necessary for the purposes of processing.
- object to receiving any marketing communications from RE/MAX Future.

9. Contact Details

If you have any questions or comments regarding any aspect of this Privacy Policy, please do not hesitate to contact us by sending an email to info.future@remax.co.uk or writing to RE/MAX Future, 352 Lordship Lane, London, N17 7QX.

10. Complaints

Should you wish to complain about the use of your information, we would ask that you contact us to resolve this matter in the first instance. If we cannot resolve any issue, you have the right to complain to the Information Commissioner's Office in relation to our use of your information. If you need more information about how to contact your local data protection authority, please let us know by contacting info.future@remax.co.uk.