

Privacy & Data Protection Policy

This Privacy Policy explains how we use any personal information we collect (as a data controller) about you when you contact us requesting our services.

How we collect information about you?

We collect basic information (name, address & contact details) about you when you register with us or make an enquiry for our products and services. Once you become a tenant/buyer we will collect, maintain and store the relevant information necessary for us to fulfil our services satisfactorily.

How will we use the information about you?

We collect personal information from you when you register with us. Depending on your requirements, we shall process your personal data for the following purposes:

- To enable us to process your property search & ensure information we forward meet your requirements
- To send electronic marketing communications with your explicit consent
- To carry out in-house research
- To hold data necessary to manage your sale/tenancy
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We endeavour to take appropriate technical and organisational measures to prevent unauthorised or unlawful processing of personal data and accidental loss or destruction of, or damage to, personal data.

City Residential Ltd do not intend to process personal data for any purpose other than as agreed with our clients. We will not share your information for marketing purposes with other companies.

In processing your tenancy/sale, we may be required to provide your details to security or credit checking companies, financial institutions and public authorities such as solicitors, if required by them or as required by law.

Any information inputted by you to a tenant referencing third party (data processor), will be available to view by City Residential Ltd. We will not share this information with any other person or company.

Your personal data may be stored, used and otherwise processed within the UK and/or any other country/ countries of the European Economic Area (EEA). EEA countries are all member states of the European Union together with Norway, Iceland and Liechtenstein.

We will not pass any information on to any person who is not responsible for part of your tenancy/purchase unless we are legally obliged to do so. We will be obliged to confirm your proof of identity with the relevant solicitor.

We are legally obliged to hold all information for a period of 6 years after your tenancy/sale ends after which the information will be destroyed accordingly.

We will never ask, retain or process sensitive data such as:

- Race or ethnic origin
- Political opinions
- Religious or philosophical beliefs
- Trade union memberships
- Genetic or biometric data
- Health or mortality
- Sex life or sexual orientation

All electronic personal data is kept on a secure server. Paper documentation is locked away in appropriate storage when not in use.

Marketing

We would like to send you information about products and services of ours which may be of interest to you. If you have consented to receive marketing, you may opt out at a later date. You have a right at any time to stop us from contacting you for marketing purposes. If you no longer wish to be contacted for marketing purposes, please email us at Liverpool@cityresidential.co.uk.

Access to your information and correction

You have the right to request a copy of the information that we hold about you. If you would like a copy of some or all of your personal information, please email us at Liverpool@cityresidential.co.uk or write to us 81-87 City Residential Ltd, Victoria Street, Liverpool, L1 6DG. We will endeavour to ensure your personal information is accurate and up to date and you may contact us to correct or remove information you think is inaccurate. Data will be provided in paper or electronic format within 1 month of your request.

Right to be forgotten

You have the right to request for all of the personal data we hold to be erased. If we can fulfil this request without compromising our services to you, we will do so.

If, however, by erasing your data we will compromise our services to you, we will endeavour to access the right once your tenancy/sale has come to an end.

Please email us at Liverpool@cityresidential.co.uk or write to us 81-87 City Residential Ltd, Victoria Street, Liverpool, L1 6DG. Requests will be dealt with within one month.

Changes to our privacy policy

We keep our Privacy & Data Protection Policy under regular review and updates will be available on our web page. This privacy policy was last updated on 01/02/2022.

How to contact us

Please contact us if you have any questions, concerns or suspect a data breach or would like to know more about this policy or information we hold about you by emailing us at Liverpool@cityresidential.co.uk or write to us 81-87 City Residential Ltd, Victoria Street, Liverpool, L1 6DG.

City Residential Ltd is currently registered with the ICO under the registration number Z5888586