

Privacy Notice

Should you opt for any of our professional services, we will require to gather, document, and utilize your personal data to deliver top-notch service and comply with legal and contractual obligations.

We will provide clear explanations of the data we will collect and the reason for it. Our data collection will be limited to relevant and necessary information only.

This Privacy Notice outlines Iqbal Homes collection of personal information and what you should anticipate. It pertains to information we gather about both tenants and landlords.

What information do we require and how do we use it?

For Landlords and Potential Landlords- when you engage our services, we will request the personal information listed below to ensure we provide you with the high-quality service you need, to ultimately achieve a successful rental or property management outcome.

- Names and addresses
- Contact phone numbers
- Email addresses
- Personal identification information and documents
- Bank account details
- Mortgage information
- Accountant details
- Deposit Scheme number
- Property information
- Rent Smart Wales registration number or license
- Emergency contact information
- Details of your preferred contractors

For Tenants and Potential Tenants- if you enter into a tenancy agreement or proposed agreement with our landlord, we will require the personal information below to ensure your residency runs smoothly and we provide you with the high-quality service you require.

- Names and addresses
- Date of birth / NI number

 **Email**
info@iqbalhomes.com

 **Phone**
+44 7838 385800

- Contact phone numbers
- Email addresses
- Personal identification information and documents
- Bank account details
- Occupation and employer details
- Details of your annual income, which may require bank statements and/or payslips to supplement
- Details of any bankruptcy, IVAs or CCJs
- Details of a guarantor, next of kin, and any other relevant people
- Post-tenancy contact information

In all instances, we will securely store your personal information within our digital software, managed by an independent IT company.

Who will your information be shared with?

At our company, we take the privacy and security of your personal information seriously. This privacy policy explains how we collect, use, and protect your personal information.

Specifically, we will hold and use your information in the following manner:-

Identification Details– We may hold copies of your photographic identity documents and at least one document that confirms your home address. This is necessary to comply with money laundering regulations, protect our interests, and ensure that we are dealing with the property owners. We will only share this information when required for a criminal investigation.

Prospective Tenants – We will not share any personal information about the landlord with potential applicants. We will provide basic information about the property to anyone who inquires about it, including the property details we produced and any information provided by the landlord in a property information questionnaire.

Viewings – We will organize viewings on your behalf, taking into account your availability and that of any tenants. It is your responsibility to ensure that any personal information you do not want a viewer to see is removed before the viewing. We will not share any personal information about the landlord with anyone viewing the property.

Tenancy Application Forms – We require this information to help the landlord make an informed decision on the tenancy application. We will not share your contact details with the landlord. The landlord must treat your information with confidentiality, store it securely, and delete it when it is no longer needed.



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Tenancy Applicants – We will provide you with the necessary personal information about the applicant to make an informed decision about their acceptability. The applicants are fully informed about what information we provide to you. You must treat any information we provide to you as confidential and delete it when it is no longer needed.

Negotiating with prospective tenants – We may provide potential tenants with relevant information to facilitate a successful negotiation, but only where the landlord agrees. We will not share any information that may prejudice the negotiation process.

Tenancy Agreements and other related documents – Once a tenancy is agreed, we will provide a copy of the tenancy agreement and related documents to the landlord.

Tenants – If you have entered into a let-only contract, we will provide the tenant with your personal contact information as required by law. If you have entered into a managed let, we will provide only your name to the tenant.

Welsh Water, Utility Suppliers and Council Tax – The tenant is hereby notified that their details will be shared with Welsh Water in accordance with current legislation. We will provide your details to the appropriate utility suppliers as required to ensure correct billing from the suppliers. This is in the legitimate interest of both landlord and tenant.

Contractors / Sub-Contractors – We may use subcontractors to carry out some of the services we provide to you under this agreement, such as property inspections and maintenance or repair work. We hold a list of preferred contractors who we use to provide services at the property we are marketing and/or managing. If you report an issue with the property, we will pass your name, address, and contact details to an appropriate approved contractor. Our approved contractors have signed an agreement to process your information lawfully. If the landlord wishes to use their own contractor with whom we do not have an agreement, we will ensure that they treat your personal information appropriately before passing on any information. We may obtain estimates/quotes for work from our preferred contractors and provide them with the appropriate personal information to provide the required services, such as tenant contact details for arranging access. All our contractors are party to a Data Processing Agreement, which ensures compliance with the General Data Protection Regulation.

What is the duration for which we will retain your information?

We will ensure that the personal information we hold is only kept for the period that is necessary for the purpose of processing it. This is especially relevant if you enter into a contract with us.

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In case you don't enter into a contract with us, we will keep your personal information for a maximum of six months, after which it will be deleted. However, if you request to be on our mailing list, we will keep your email address for the duration that you remain subscribed.

To ensure the safety of your personal information, we store it securely in our software that is managed by a third-party IT company.

Who will your information be shared with?

We understand that your personal information is important and we are committed to keeping it confidential. We will only share your information with third parties where it is necessary to provide our services to you, or as required by law. We will never sell your information to third parties for marketing purposes.

If you choose to provide your details to us, we may use your information to send you relevant updates and marketing material about our services, promotions or events. You have the right to opt-out of these communications at any time by clicking on the unsubscribe link in our emails or contacting our customer service team. Rest assured, we will always handle your personal information in a secure and responsible manner, in accordance with data protection laws.

Visitors to our website

Our website uses cookies to enhance your browsing experience. You can find more details about how we use cookies and your options in our Cookie Policy.

Please note that our website may include links to other websites, and we have no control over how your data is collected, stored, or used by those websites. We recommend that you review the privacy policies of any linked websites before sharing any personal information with them.

You have the following rights regarding your personal information:

- The right to be informed about how we collect and use your personal information
- The right to access your personal information that we have collected
- The right to request the correction of any inaccurate or incomplete personal information we hold about you
- The right to request that we delete your personal information, unless we are required to keep it for legal reasons
- The right to restrict or object to the processing of your personal information
- The right to obtain a copy of your personal information in a commonly used electronic format, and the right to transfer your information to another service provider
- The right to object to the use of your personal information for marketing purposes

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If you wish to exercise any of these rights or have any questions about how we handle your personal information, please contact us at Info@iqbalhomes.com or call us at **+44 7838 385800**. We may ask you to provide proof of your identity to protect your privacy

Storage of Your Data

To protect your privacy, we ensure that your data is only stored within the UK. Our servers are situated in the country to provide secure and reliable service.

Changes to our Policies

We advise you to visit this page periodically to stay informed about any updates, as we retain the right to make changes to this Policy at any time.

Complaints

If you are not satisfied with how we handle your personal data and wish to make a complaint, please do not hesitate to contact us at Info@iqbalhomes.com or by telephone at **+44 7838 385800**. We take all complaints seriously and will make every effort to address your concerns and find a satisfactory solution.

In addition, you have the right to lodge a complaint with the Information Commissioner's Office, which is the UK's independent regulator for data protection. Their website is www.ico.gov.uk.

If you would like more information about your rights, we recommend contacting the Information Commissioner's Office or your local Citizens Advice Bureau.

Identity of Data Controller

The Data Controller is Syed Junaid Iqbal (Director)



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