



GARRATT ANDERSON & PARTNERS

PRIVACY POLICY

OUR CONTACT DETAILS

Garratt Anderson & Partners
54 High Street Chatham Kent ME4 4DS
01634 841180 / 842733
p.higglesdon@btconnect.com

THE TYPE OF PERSONAL INFORMATION WE COLLECT

We currently collect and process the following information:

Your full name

Contact details (email, mobile, landline numbers, correspondence address)

Account details

HOW WE GET THE PERSONAL INFORMATION & WHY WE HAVE IT

Most of the personal information we process is provided to us directly by you for one of the following reasons;

To ensure we have correct details on our files to contact and / or pay funds to you in connection with the property we manage on your behalf.

We may share your personal data with certain third party companies, including insurance companies/brokers for the purpose of completing contracts or seeking your requested quotations.

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

- a) Your consent. You are able to remove your consent at any time. You can do this by contacting Garratt Anderson & Partners
- b) We have a contractual obligation

HOW WE STORE YOUR PERSONAL INFORMATION

Your information is securely stored at 54 High Street, Chatham, Kent, ME4 4DS

We keep your personal information on record for 6 years, unless we continue to manage the property or act beyond. We will then at the ceasement we dispose of your information in the correct method of a data protection disposal company

YOUR DATA PROTECTION RIGHTS

Under data protection law, you have rights including:

Your right of access – You have the right to ask for copies of your personal information.

Your right to rectification – You have the right to ask us to rectify personal information 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 information in certain circumstances

Your right to restriction of processing – You have the right to ask us to restrict the processing of your personal information in certain circumstances

Your right to object processing – You have the right to object to the processing of your personal information in certain circumstances

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

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at **p.higglesdon@btconnect.com**, 01634 841180 / 842733 and or 54 High Street Chatham Kent ME4 4DS if you wish to make a request.

HOW TO COMPLAIN

If you have any concerns about our use of your personal information, you can make a complaint to us at 54 High Street Chatham Kent ME4 4DS and/or p.higglesdon@btconnect.com

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

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

Helpline number; 0303 123 1113

ICO Website: <https://www.ico.org.uk>