

Notts Relocate Ltd & MS Block Holdings Ltd Privacy Policy

Last Updated: 19th August 2025

1. Introduction

At **Notts Relocate Ltd & MS Block Holdings Ltd**, we value your privacy and are committed to protecting your personal data in accordance with the UK GDPR and the Data Protection Act 2018. This Privacy Policy explains what personal data we collect, how we use it, your rights, and how we keep your information secure.

2. Information We Collect

We may collect and process the following categories of personal data:

- **Identification & Contact:** Name, date of birth, address, phone number, email address, photograph, ID or passport details.
- **Property & Tenancy:** Tenancy dates, rental history, maintenance requests.
- **Financial:** Bank account details, payment history, proof of income.
- **Verification Documents:** Utility bills, employer references, guarantor information.
- **Technical & Usage:** IP address, browser type, device identifiers, cookies, analytics data.

3. Lawful Bases for Processing

We process your personal data based on the following lawful grounds:

- **Contract:** Essential for tenancy, landlord, or property management services.
- **Legal Obligation:** For Right to Rent, Anti-Money Laundering, tax, or regulatory compliance.
- **Legitimate Interests:** For operational needs, enquiry responses, and business protection (balanced with your rights).
- **Consent:** For marketing communications. You may withdraw consent at any time.

4. How We Use Your Data

Your personal data is used to:

- Provide and manage services, agreements, and property-related communications. (Note: we may use group chats for houses, but only for operational purposes. We limit the sharing of personal contact details to what is strictly necessary.)
- Perform legal verifications, tenancy checks, and referencing.
- Manage finances, including payments, accounting, and invoicing.
- Handle repairs, inspections, and inventories via trusted contractors and service providers.
- Operate, improve, and maintain our website and services.
- Send marketing materials (only with your consent).

5. Data Sharing & Recipients

We share personal data with third parties only when necessary and proportionate, including:

- Letting agents, maintenance contractors, cleaning services, inventory clerks—for property operations.
- Legal advisors and accountants—for dispute resolution and financial management.
- Referencing agencies and government authorities—for checks and legal compliance.
- IT and cloud providers—for secure data storage and backups.
- Local government & housing authorities (e.g., HMO compliance teams).
- Other tenants, where there is a legitimate interest (e.g., to coordinate a maintenance issue in a shared house).
- **Notts Relocate Ltd staff & contractors (UK & international).** Where international transfers occur, we apply appropriate GDPR safeguards (see Section 6).

All third parties must process your data only for specified purposes and in compliance with GDPR principles.

6. International Transfers

If your data is transferred outside the UK/EEA (e.g., to IT or cloud providers), we ensure appropriate safeguards are in place—such as Standard Contractual Clauses or adequacy decisions—to protect your privacy.

We use **Dropbox Business**, an international system that meets GDPR standards, including encryption and data security measures.

7. Data Retention

We retain personal data only as long as necessary:

- **Tenant and Landlord Records:** Up to 7 years after contract end (for legal and tax purposes).
- **Financial Records:** Retained for 10 years after the accounting period.
- **General Enquiry Data:** Up to 12 months from your last contact.
- **CCTV Footage (if applicable):** Up to 365 days, unless needed for investigation.

After these periods, data will be securely deleted. All data is securely stored on Dropbox, which meets GDPR regulations.

8. Your Rights

Under the GDPR, you have the right to:

- **Access:** Request a copy of your personal data.
- **Rectify:** Correct any inaccurate or incomplete information.
- **Erase:** Have your data deleted when lawful to do so.
- **Restrict Processing:** Limit how we use your data.
- **Object:** Challenge processing based on legitimate interests or for marketing purposes.
- **Portability:** Receive your data in a structured, machine-readable format.
- **Withdraw Consent:** Withdraw marketing consent at any time.

Please submit any request in writing. We will respond within one month, or sooner if feasible.

9. Automated Decision-Making

We do not rely on automated decision-making that produces legal or similarly significant effects without human involvement.

10. Data Security

We safeguard your data with:

- Encrypted digital storage and secure backups (via Dropbox Business).
- Physical protection for paper records.
- Access restrictions for authorised personnel only.
- Regular IT security reviews and compliance checks by the Data Protection Officer.

11. Contact Information

To exercise your rights or for any data protection queries, please contact:

Data Protection Officer – Michael Smith
Notts Relocate Ltd / MS Block Holdings Ltd
Theatre Square
Nottingham
■ relocatenotts@outlook.com
■ +44 7895 002444

We are registered with the **Information Commissioner's Office (ICO)** since 2015. If you are not satisfied with our response, you have the right to lodge a complaint at www.ico.org.uk.

12. Policy Updates

We may update this policy periodically. The latest version will always be available on our website, with the update date clearly shown. For significant changes, we may also notify you directly (e.g., by email if you are an active tenant or landlord).

We encourage you to review this policy regularly.