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GDPR and Privacy Notice

An overview of how I collect and use your information

This is an overview of the types of information I collect about you; how I collect and use it; who I might share it with; the steps I will take to make sure it stays private and secure and, last but not least, your rights to your information.

Who am I?

When I say 'I', I mean me, Stef Cooke of Stef Cooke Inventory Services, Sole Trader and one man band. This means I am the Data Processor, the person who processes the information you give me.

The information I collect

I collect information about you from different places including:

- directly from you
- from a third party acting on your behalf e.g. letting agent or a landlord
- from publicly available sources
- from other organisations.

The specific information I collect will usually include name, address and possibly telephone number and email address. I collect no other information.

I will only collect your information in line with relevant regulations and law and this may relate to any of my services that have been requested, currently or in the past.

All agencies are responsible for making sure I am given accurate and up to date information. If you provide information for another person you will need to tell them how to find my Privacy Notice and make sure they agree to me using their information for the purposes set out in it.

Copies of this notice can be found on my website:

<http://stefcookeinventoryservices.co.uk/information-sheets/>

How I will use your information

I will use it to provide any service that has been requested and for other purposes, for example:

- to carry out the service requested
- to provide the completed report/s
- to bill for the service requested.
- to comply with any legal requests in cases of dispute

All information I collect is sent via email. I use Google Calendar for my bookings and completed reports are kept on 2 non-networked hard drives with security passwords. Archived data is held in Zoolz, a cloud based cold storage. My invoices are processed via FreeAgent. All of which have been checked and are GDPR compliant.

Landlord and agent email addresses may be kept in Mailchimp. This is also GDPR compliant. This is not used for marketing. Should I ever decide to undertake any marketing my Mailchimp lists will include all relevant opt in/out options.

I will only use your information where I am allowed to by law, e.g. carrying out an agreement I have with you or your agent, fulfilling a legal obligation, because I have a legitimate business interest or where you agree to it.

Who I can share your information with

This is a fairly short list: landlords, tenants, deposit schemes and third parties with legitimate needs, e.g. the courts, in case of disputes.

I may also share information with The Association of Independent Inventory Clerks and The Property Redress Scheme, in matters of dispute or complaint.

How long I will keep your information

I will keep your information for as long as we have a business relationship. After that ends I will keep it where I may need it for legitimate purposes e.g. to help us respond to queries or complaints, or for other reasons e.g. dispute services and responding to requests from regulators.

This usually mean that I will keep your information for no more than 7 years after I am made aware of the end of the tenancy, or any associated legal matters with which my service/s correspond.

Your rights

You have a number of rights relating to your information e.g. to see what I hold, to ask me to share it with another party, ask me to update incorrect or incomplete details, to object to or restrict processing of it, to make a complaint etc.

Should you wish to do so, please contact me, via email in the first instance, and I will respond promptly.

My AIIC membership number is 2090