



MayChild Limited Privacy Policy

Our contact details:

Name: Helen Walthorne (Director)

Address: 15 Castle Hill, Kenilworth CV8 1NB

Phone Number: 01926 856007

The type of personal information we collect:

We currently collect and process personal identifiers, contact details and characteristics (for example, name and contact details, relevant financial information and details required by right to rent and anti-money laundering legislation).

Correspondence between us (for example an email or letter) are recorded.

How we get the personal information and why we have it:

Most of the personal information we process is provided to us directly by you to carry out the work of our letting agency business.

We may also receive personal information indirectly, for example, from the Land Registry or from lettings referencing organisations.

We may share this information with other relevant parties, for example, a prospective landlord if you are wanting to rent a property or your contact details for a gas engineer to arrange a gas safe certificate at the property. But we would never sell or share any personal data with other third parties for marketing unless we have your explicit consent.

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

(a) Your consent. You can remove your consent at any time. You can do this by contacting Helen Walthorne (helen@maychild.co.uk). However, if you do so, you may no longer be able to use our services.

(b) We have a contractual obligation.

(c) We have a legal obligation.

How we store your personal information

Your information is stored on our secure customer relationship management system. It is usually kept for five years from the end of the transaction. Some information may be kept as a hard copy in our secure filing cabinet, which is destroyed when no longer relevant.

Your data protection rights.

Under data protection law, you have rights including:

Your right of access – You have the right to ask us 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 to 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.

If you make a request, we have one month to respond to you. Usually, no fee is payable, but we can charge a reasonable administration fee if your request is 'manifestly unfounded or excessive'.

Please contact us if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, please contact us. We will respond within one month.

You can also complain to the Information Commissioner's Office (ICO) if you are still 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>

For more information

Go to the ICO website (www.ico.org.uk)

Privacy policy updated January 2024.