

General Data Protection Regulation – Data Compliance Statement

We have updated our Data Protection Statement to ensure we are compliant with GDPR regulations:

The types of data we collect:

Personal details such as Date of birth, address, former addresses, bank details and partner's details, employment and past employer details, salary and gender. If you connect with us via our website or social media we are able to view your IP address and location. If you post any feedback, reviews or content about our companies we may record or hold that data.

How we use your data:

We use our data to process applications for our services at Market Street House, including but not exclusive to South Lakes Lettings & Smeaton & Holmes. We have a legal obligation to comply with your wishes for data protection law. We will not share your data outside of the Market Street House services, and do not share your data with third party companies other than for applications, lodging deposits and our normal business activities. The data you provide could be used for fraud prevention or money laundering agencies to verify your identity. We may also search our internal data systems for this purpose. We may also use your data to improve or inform you of the services within the MSH brand, and contact you by any means that you have provided information for. Where you have entered any of our promotional campaigns, we will hold your data for further use until you decide that you no longer wish to receive it. You can unsubscribe to any or all of these means at any stage.

Retention of information:

We will retain your personal data as long as is necessary to conduct your business with us, and as long as regulatory bodies require us to hold your data, ie Deposit Protection Service and HMRC. Where we provide referral opportunities to other service professionals, these companies will be accountable for their data protection responsibilities.

Your rights under GDPR:

You have the right to be informed about the processing of your data. You have the right to have incorrect data amended. You have the right to object or restrict the processing of your data and you have the right to "be forgotten". You can also request access to your data and receive this in a timely manner and for a small fee. If you feel we have not stored or processed your data adequately you have the right to complain to the Information Commissioner's Office. Details of this notice are also available on our website.

Security & Storage:

All of our information is protected and backed up regularly to ensure your data is secure. We encrypt data where appropriate and we always check identification when we receive calls. Our data is held on cloud based servers which allows additional security facilities from reputable providers.

To exercise your right to withdraw consent or to have any of your details amended please email us on info@southlakesletting.co.uk or info@smeatonholmes.co.uk or write to us at Market Street House, 72 Market Street, Dalton in Furness, Cumbria.LA15 8AA