



PROPERTY SERVICES

☎ 07522239126 / 02393871480
✉ Info@mi-property-services.co.uk
🌐 www.mi-property-services.co.uk
📍 Aura House, New Road, Havant, PO9 1DE

Mi Property Services GDPR Privacy Policy

Statement

GDPR stands for General Data Protection Regulation and replaces the previous Data Protection directives that were in place. It was approved by the EU Parliament in 2016 and comes into effect on 25th May 2018.

GDPR states that personal data should be 'processed fairly & lawfully' and 'collected for specified, explicit and legitimate purposes' and that individual's data is not processed without their knowledge and are only processed with their 'explicit' consent or other legal basis. GDPR covers personal data relating to individuals. Mi Property Services is committed to protecting the rights and freedoms of individuals with respect to the processing of employee, client, candidate's, and suppliers personal data.

The Data Protection Act gives individuals the right to know what information is held about them. It provides a framework to ensure that personal information is handled properly.

Mi Property Services are registered with the ICO (Information Commissioners Office)

GDPR includes 4 key compliance points

1. Reasons we can collect and use your personal information

We'll only use information on you and individuals connected with businesses where we have consent or we have another lawful reason for using it. These reasons include where we:

- We need to pursue our legitimate interests;
- Need to process the information to perform a contract with you, or take steps to enter into a contract;
- Need to process the information to comply with a legal obligation, for example accounting purposes;
- Need to establish, exercise or defend our legal rights.
- Consent

This is the most important point for Mi Property Services and have put measures in place to ensure we are getting consent from all customers that we hold data for. GDPR requires that consent is "freely given, specific, informed and unambiguous". This means customers must be aware their information will be stored on a central database for the purpose of keeping them informed about offers and promotions they will be interested they will be interested in. When any enquiries are made by customers they must give their information knowing exactly who the organisation is collecting it- and what they will do with that information.

Mi Property Services have a specific consent process which will be documented on their record that consent has been given.



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We seek to ensure that our information collection and processing is always proportionate. We will notify you of any material changes to information we collect or to the purposes for which we collect and process it.

2. Being aware of the rights of individuals

The right to be informed

Mi Property Services are a Building and Maintenance company, our purpose is to connect with customers to offer our services. We need to know our candidate and client's names, addresses, telephone numbers and emails addresses,

Mi Property Services uses cookies on its website to collect data for Goggle Analytics, this data is anonymous.

The right of access

At any point an individual can make a request relating to their data and Mi Property Services will need to provide a response (within 1 month). This will be managed by our in-house data protection team and confirmation will come from them when the request has been completed.

The right to erasure

You have the right to request the deletion of your data where there is no compelling reason for its continued use. This request can be made to info@mi-property-services.co.uk and will be dealt with by us in 24 hours.

The right to be forgotten

You have the right to request to be forgotten from the database. This request can be made to info@mi-property-services.co.uk

The right to rectification of information

You have the right to request your information changed. This request can be made to info@mi-property-services.co.uk

The right to prevent automated decision making

Automated decisions and profiling are used for marketing-based organisations. Mi Property Services does not use personal data for such purposes

3. Retention periods

Consent cannot be indefinitely. Mi Property Services will only hold information as long as is necessary. We will do a 1 year check with all customers we hold data for to re gain consent at this point, giving customers to option to have their details removed if they wish.



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4. Protecting personal information

All information Mi Property Services holds is stored on a protected software that has security measures in place to protect all information. All members of staff have access to view this information however don't have permissions to download and take off the software. We have been successfully protecting personal information under the Data Protection Act 1998 since the business was started.

This data is stored until we are asked to remove by the customer or client. We commit to getting in touch with all customers and clients once every year to ensure they still provide us with consent to keep their information stored.

Access to all office computers are password protected. These passwords are changed regularly in line with this policy.

GDPR means that Mi Property Services must

- Manage and process personal data properly
- Protect the individuals' rights to privacy
- Provide an individual with access to all personal information held on them

How to complain

We hope that we can resolve any query or concern you raise about our use of your information.

The General Data Protection Regulation also gives you right to lodge a complaint with a supervisory authority, in particular in the European Union (or European Economic Area) state where you work, normally live or where any alleged infringement of data protection laws occurred. The supervisory authority in the UK is the Information Commissioner who may be contacted at <https://ico.org.uk/concerns/> or telephone: 0303 123 1113.

Changes to this privacy notice

We keep our privacy notice under regular review.

How to contact us

Please contact us if you have any questions about this privacy notice or the information we hold about you.

If you wish to contact us please send an email info@mi-property-services.co.uk or write to **Mi Property Services** Aura House, New Road, Havant, PO9 1DE or call 02393 871 480