

# Privacy Policy

## Introduction

We are committed to protecting and respecting your privacy. This policy explains how we collect, use, and protect personal data we obtain from our clients, tenants, landlords, and other individuals in accordance with the UK General Data Protection Regulation (GDPR) and the Data Protection Act 2018.

## Who We Are

Flatline Bristol Ltd ("we", "us", "our") is a letting agency registered in England. Our address is 182 Whiteladies Road, Clifton, Bristol, BS8 2XU. We are the data controller of the personal data we collect, meaning we determine the purposes and means of processing your personal data.

## What Information We Collect

We may collect and process the following personal data:

- **Contact Information:** Name, address, phone number, email address.
- **Identification Information:** Date of birth, passport number, driving license.
- **Financial Information:** Bank details, income details, credit history.
- **Tenancy Information:** Rental history, references, employment details.
- **Communication Records:** Emails, letters, phone call records.

## How We Use Your Information

We use your personal data to:

- Provide and manage our letting services.
- Process applications and carry out referencing.
- Manage tenancies and properties.
- Communicate with you regarding our services.
- Comply with legal obligations and regulations.
- Improve our services and customer experience.

## Legal Basis for Processing

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

- **Contract:** To fulfil our contractual obligations to you.
- **Legal Obligation:** To comply with legal and regulatory requirements.
- **Legitimate Interests:** To pursue our legitimate interests in managing our business, provided these are not overridden by your rights.
- **Consent:** Where you have given us explicit consent to process your data for specific purposes.

## Sharing Your Information

We may share your personal data with:

- Credit reference agencies and background check providers.
- Service providers and contractors (e.g., utilities providers, maintenance, IT services).

- Regulatory and law enforcement authorities.
- Legal and professional advisors.
- Potential landlords or tenants, when necessary for the tenancy process.

We do not sell or rent your personal data to third parties.

### Data Security

We take appropriate technical and organizational measures to protect your personal data against unauthorized access, loss, or damage. These measures include secure storage, access controls, and encryption where appropriate.

### Data Retention

We retain your personal data for as long as necessary to fulfil the purposes for which it was collected, comply with legal obligations, resolve disputes, and enforce agreements. The retention period will vary depending on the type of data and the context in which it was collected.

### Your Rights

You have the following rights regarding your personal data:

- **Access:** Request a copy of the personal data we hold about you.
- **Rectification:** Request correction of any inaccurate or incomplete data.
- **Erase:** Request deletion of your personal data under certain circumstances.
- **Restriction:** Request restriction of processing your personal data.
- **Objection:** Object to processing your personal data for certain purposes.
- **Portability:** Request transfer of your personal data to another party.

To exercise any of these rights, please contact us using the details provided below.

### Contact Us

If you have any questions about this privacy policy or how we handle your personal data, please contact us at:

- **Email:** info@flatlineonline.co.uk
- **Address:** 182 Whiteladies Road, Clifton, Bristol, BS8 2XU

### Changes to This Policy

We may update this privacy policy from time to time. Any changes will be posted on our website, and where appropriate, notified to you by email. Please check our website periodically for updates.

Effective Date: 24<sup>th</sup> May 2024

By using our services, you agree to the terms of this privacy policy.