Privacy policy and notice – Scarlett Dyer Ltd May 2025

This is the privacy notice of **Scarlett Dyer Ltd**. In this document, *"we"* or *"us"* refers to **Scarlett Dyer Ltd.** It is an active demonstration of Scarlett Dyer's effort to comply with the new regulations relating to Data Protection – to show that we have reviewed our practises and have taken positive steps to comply. We firmly believe that a person's data should be treated with respect and confidentiality, but in the course of conducting our business, we need to hold and use some personal data. We are aware of our status regarding data processing and name our tenants and landlords as data subjects and our office staff as data controllers. Except as set out below, we do not share, or disclose to a third party, any personally identifiable information collected by us.

Here is a list of the information we collect from you, either through our website or because you give it to us in some other way, and why it is necessary to collect it:

1. Basic identification and contact information
This information is used:

i. to provide you with the services which you request, ii. for verifying your identity for security purposes

2. Your domain name and e-mail address

Your domain name and e-mail address are recognised by our email facility and are stored for better communication with you. We shall not under any circumstances divulge your e-mail address to any person who is not an employee or contractor of ours.

3. Business and personal information storage and use

We keep information which forms part of our business records for a minimum of six years as required by the tax authorities. Details will also be stored on our computer database, and our software Rentman, phone numbers may be kept on the office mobile phones – all of these devices are password protected. The computers that store the information are kept in a secure facility with restricted physical access, and we use secure firewalls and other measures to restrict electronic access. When files are sent via email containing personal data the file will be password protected so that only the desired recipient can open the file.

4. Review or update personally identifiable information

At any time you may review or update the personally identifiable information that we hold about you by contacting us sm@scarlettdyer.co.uk. To better safeguard your information, we will also take reasonable steps to verify your identity before granting access or making corrections to your information.

5. Removal of your information

If you wish us to remove personally identifiable information from our systems, you may contact us sm@scarlettdyer.co.uk. To better safeguard your information, we will also take reasonable steps to verify your identity before granting access or making corrections to your information. Within 12 months of a tenancy ending all tenant and Landlord details will be destroyed, management details of the lease and the tenancy agreement will be kept.

This policy will be reviewed every year on the 1st June