

DATA PROTECTION NOTICE

Adept Property Services is a trading name of AAH Management Ltd., company no. 07985942. "The Company" refers to AAH Management Ltd. T/A Adept Property Services.

This notice lets you know what happens to any personal data that you give to us, or any that we may collect from you. It applies to all services, and all instances, where we collect your personal data.

What kind of information do we collect from you, and how is it held?

1. Upon requesting a service **quotation** directly from The Company (either by telephone, by email, or through the quotation facility on our website) the following information, or a subset of this information, is taken:
 - a. Your name and contact address
 - b. Your telephone number and/or email address
 - c. The type of client you are and how you found us
 - d. Service location address (if different from (a.))
 - e. Property specification (number of bedrooms, receptions, level of furnishing, exterior elements, etc.)
 - f. Which services are required
 - g. When you require the service(s) to be carried out

The above information is the minimum information we require to be able to provide you with an accurate quotation, and our availability, for a service that you require. We take no information from third parties. This information is held either electronically (within our email system), or in hard copy at our business address only.

This information is NOT used for any marketing purposes and is NOT shared with any third parties.

2. Upon **booking** a service directly with The Company (as a **Landlord or Homeowner**) the following information, or a subset of this information, is taken:
 - a. Your name and contact address
 - b. Your telephone number and/or email address
 - c. Booking location address (if different from (a.))
 - d. Property specification (number of bedrooms, receptions, level of furnishing, exterior elements, etc.)
 - e. Which services are required
 - f. When you require the service(s) to be carried out
 - g. Any necessary property access information

The above information is the minimum information we require to be able to provide you with an accurate quotation, our availability, and to complete the service(s) required. We take no information from third parties. This information is held electronically (within our email/calendaring system, which may also be on a mobile device), and in hard copy as a booking form used within our office, and outside of our office only on the day of service delivery. Your name and address, and the relevant property address and appointment details, are also stored in our third party invoicing system provided by Kashflow, to enable invoicing of our services (their data protection policy is available at <https://www.kashflow.com/privacy-policy/>).

This information is NOT used for any marketing purposes and is NOT shared with any third parties.

If payment for services is made by cash, or BACS, no further information is taken. If payment is made by credit or debit card, your card information is taken on a paper form and processed instantly. Payment processing is carried out by PayPal Business (their data protection policy is available at <https://www.paypal.com/uk/webapps/mpp/ua/privacy-prev>). If instant processing is not available, the paper form will be securely held, for no more than 4 hours, for processing as soon as possible. Once processing is successfully completed the information is immediately and securely destroyed. If processing is not successful within 4 hours the information is securely destroyed and is taken from you again, following the above process. *We therefore do not hold any payment information for longer than 4 hours.*

3. Upon **booking** a service directly with The Company (**as an Agent on behalf of a Landlord or Homeowner**) the following information, or a subset of this information, is taken:
 - a. Booking location address
 - b. Property specification (number of bedrooms, receptions, level of furnishing, exterior elements, etc.)
 - c. Which services are required
 - d. When the service(s) to be carried out are required
 - e. Any necessary property access information
 - f. Landlord/Homeowner name/address (*only taken where invoicing direct is required*)

The above information is the minimum information we require to be able to provide you with an accurate quotation, our availability, and to complete the service(s) required. We take no information from third parties. This information is held electronically (within our email/calendaring system, which may also be on a mobile device), and in hard copy as a booking form used within our office, and outside of our office only on the day of service delivery. Your business address (or the Landlord/Homeowner address if direct invoicing is required), and the relevant property address and appointment details, are also stored in our third party invoicing system provided by Kashflow, to enable invoicing of our services (their data protection policy is available at <https://www.kashflow.com/privacy-policy/>).

This information is NOT used for any marketing purposes and is NOT shared with any third parties.

4. When **carrying out a service** (Inventory, check-in, check-out, interim inspection, floor plan) a report is created in MS Word format. The only identifiable information contained within these reports is the relevant property address, and in some cases the Tenant name and/or Landlord name. These reports are only stored electronically by us, on our secure network at our business address. *This information is NOT used for any marketing purposes and is NOT shared with any third parties.*
5. In the case of **Energy Performance Certificates (EPC)**, these are created using a system provided by Elmhurst Energy. The only identifiable information that is used within an EPC is the property address. Once the certificate has been calculated and produced by Elmhurst Energy, it is published to a Landmark Registry database. The relevant privacy policy is available from one of the Government websites, at: https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/522014/Privacy_Note_-_final.pdf. It is also possible to remove your property's data from the public Landmark Registry, this can be done at <https://www.epcregister.com/optout>.
6. If you are a **business client** your information (contact name, company name, address, telephone number, email address) is held securely in electronic form only on our computer network at our business address. *This information is NOT used for any marketing purposes and is NOT shared with any third parties.* It is only used for contact purposes.

How long do we hold information for?

7. In the case of a service quotation (as detailed in (1) above), the information whether held electronically or on paper is only held for a **maximum of 30 days**, after which time it is deleted/securely destroyed. The information is only held so that we can easily progress the quotation to a booking, if required.
8. In the case of bookings (as detailed in (2) and (3) above), the information contained on paper booking forms is held for a **maximum of 12 months**, after which time it is securely destroyed. Information held electronically (within our email/calendaring system) is stored within the system for a **maximum of 36 months**, after which time it is deleted.
9. In the case of services carried out by us (as detailed in (4) above), and reports therefore created, such reports are securely stored on our network drive at our business address only, for a **maximum of 10 years**. After this time, they are moved onto a separate storage device (currently PC CD) and stored securely at our business address for an indefinite period of time, in case such reports are needed in the future.

Who has access to your information?

10. Any information held by The Company, either in electronic or hard copy format, is only available to the Director, employees and representatives of The Company for use in carrying out their work. This information is NOT used for any marketing purposes and is NOT shared with any third parties.

How do I access, change or remove my information?

11. You have the right to request a copy of any information that we currently hold about you, and if required have this information deleted. To receive such information please send your name and address, email address, and the full address of any properties we have carried out services for, together with payment of £10 to cover administration expenses (cheque made payable to 'AAH Management Ltd.'), to the following:

**Data Protection Officer
AAH Management Ltd.
Brayford
Newton Lane
Whiteparish
Salisbury
SP5 2QQ**

If you require all of your information to be deleted please also state this in your correspondence.

12. To make a change to your information please either send a letter to the above address or send an email to sales@adeptproperty.co.uk. Whichever contact method is used, please supply your name and address, email address, the full address of any properties we have carried out services for, and what change you would like made. *There is no charge for this service.*
13. In both of the above cases we will respond to you, by email, within 30 days of receipt of your request.