

**Office / Correspondence Address**

15 Douglas Bader Close  
North Walsham  
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NR28 0TZ  
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Email: [housewise@btconnect.com](mailto:housewise@btconnect.com)

**Registered Office Details**

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Norfolk  
NR18 0PN  
Web: [www.housewiselettings.co.uk](http://www.housewiselettings.co.uk)

**DATA INFORMATION PRIVACY NOTICE FOR  
TELEPHONE, EMAIL & WEBSITE ENQUIRIES****Data Information Notice**

This notice is provided to you regarding the data we hold about you as a potential tenant or landlord who has contacted us about our services.

**How we obtained your data**

This has been provided by you either by telephone, email or when completing an online form. We may also hold additional information which has been provided by you or by third parties to us at a later stage in connection with your enquiry.

**The data we hold**

The information we hold about you may include (but will not be limited to) all or part of the following:

Your name, e-mail address, telephone number, age, address (including any previous addresses), marital status, residential status and your employment status and any other income received and any welfare benefits that you may be eligible for, or are currently in receipt of.

Details of any property you may wish to rent or to let through us.

**Why we need to hold your data**

We need to hold your data for the following purposes:

- To allow us to allow us to contact you and provide the services requested following your enquiry;
- To enable us to provide you with any services and information which you have requested;
- To analyse so we can administer and improve the service that we provide and develop our business, and;
- For all other purposes which are consistent with the proper performance of our business and service to you.
- The basis for us holding this information is your consent.

**Sharing your data with others**

Your data will not be shared with others.

**Where your data is held**

Your data is held at the following secure locations:

- In paper files at Housewise Lettings Ltd
- In a password-protected computer system at Housewise Lettings Ltd

Please note electronic communication by email is not totally secure and we cannot be held responsible for damage or loss caused by viruses nor for communications which are corrupted or altered after despatch. Nor can we accept any liability for problems or accidental errors relating to this means of communication. These are risks you must bear in return for greater efficiency and you accept the risks associated with this form of communication. If you do not wish to accept these risks please let us know and we will communicate by a secure alternative or paper mail, other than where electronic submission is mandatory.

### **How long we will hold your data**

We will hold your initial enquiry data for 6 months from the last date you made contact with us unless you enter into a contract with us when a relevant Data Information Notice will be issued.

### **Your rights**

These include:

- The right to ask for a copy of the information we hold about you in our records
- The right to ask us to correct any inaccuracies in the information we hold
- The right to ask us to stop sending you any marketing information, and
- The right to delete your personal data from our systems.

Further, if after first making a complaint to us, you consider that we have not dealt with your data correctly, note that you have the right to complain to the Information Commissioner's Office at [www.ico.org](http://www.ico.org).

### **Updating this Information Notice**

This information notice was issued in May 2018. It may be updated from time to time to reflect any changes we may make in how we use your data or any changes in Data Protection law or practice. We will endeavour to let you have any updated versions as soon as reasonably practicable.