

Privacy policy

This website is operated by Morgan Properties (UK) Ltd (“Morgan Properties (UK) Ltd trading as Morgan Property Management”, “we”, “us”) and this Privacy Policy provides information on how we collect, use, secure, transfer and share your personal data.

When we refer to Morgan Properties (UK) Ltd we mean any of the following divisions:

- Morgan Property Management

We understand that keeping your personal information safe is the foundation to building trust and confidence in Morgan Property Management as an organisation.

This policy provides clear and concise information about what Morgan Property Management does with your personal data.

Introduction

Morgan Property Management is a professional property management company that works in the private rental sector. Our focus is on helping landlords & tenants rent homes. We help protect and guide consumers in property transactions and our property expertise meets the law demands.

We are a limited company by guarantee registered in England and Wales (5863284) and our Registered Office is 1A Davyhulme Circle, Manchester M41 0ST

We are dedicated to being fully compliant with the General Data Protection Regulation (GDPR), Data Protection Act 2018 and all successor legislation. Morgan Property Management is registered with the Information Commissioners Office (ICO) as a data controller.

There are seven data protection principles which Morgan Property Management use to underpin our approach to processing your information as follows:

Processing your information in accordance with the law and being fair and transparent with you

- Clearly identifying our purpose for processing your information and checking any additional purpose is compatible with data protection legislation. We document these purposes and periodically review these purposes
- Making sure that the information we process is adequate, relevant and limited to what is necessary for the purpose of processing your information
- We take all reasonable steps to make sure the information we hold, and process is accurate and where information is correct take remedial action to correct this

- We do not keep information for longer than is required, identifying personal information we no longer need and erase or anonymise information where appropriate
- Ensure that we have appropriate technical security measures in place to maintain the integrity and confidentiality of your information
- It is Morgan Property Management responsibility to demonstrate our compliance with data protection legislation

What information do we collect?

To be able to provide you with services and support from Morgan Property Management we must process your personal data. Some of the personal information will be information provided by you directly and there will be additional personal information that Morgan Property Management collects.

The type of personal data we collect depends on the way you interact and use Morgan Property Management services for example accessing services as a Landlord Member will be a different experience than interacting as a consumer.

Information provided by you

- Instructing a rental property (landlords)
- Applying for rental property (tenants)

- Online forms
- Making a course or event booking
- In person at events, courses or conferences
- On the telephone
- In the post
- If you need to make a complaint about Morgan Property Management
- When making a claim on the Propertymark Client Money Protection scheme
- Registering to receive newsletters and marketing information

Information we collect about you

We collect information about your online activity whilst using the Morgan Property Management website which includes:

- Your search history on the website, articles clicked on and pages viewed

Location information is collected from you whilst using the Morgan Property Management website.

We may collect your information to fulfil our Compliance function, which includes information collected on Compliance Visits.

Using your personal information

Some of the personal information we use is essential to be able to provide customer service, information and support. For example, when making a Morgan Property Management tenancy application contact details are essential to be able to communicate and progress an application moreover, if you wish to make a complaint about a Morgan Property Management we will need to use information provided to investigate the complaint thoroughly.

The legal basis Morgan Property Management relies upon when processing your personal information will depend on the information provided and the original processing purpose. If we use your personal information for a different purpose, we will inform you and gain your consent if appropriate.

Details of how your information may be used is as follows (examples given not an exhaustive list)

- When you have given us consent to use your personal data
- Where it is necessary to fulfil our contractual obligations with you
- Where there is a legitimate interest and those interests are not overridden by your rights and freedoms as an individual
- Where we need to comply with a legal obligation

We may contact you with emails containing guidance, sector information, news and invites to participate in industry surveys. We may email you, or use targeted Facebook and

LinkedIn advertising, to let you know details of Morgan Property Management events.

You can unsubscribe from these emails at any time by clicking the unsubscribe link within one of the emails or by updating your **communication preferences**. You can opt-out of advertising via Facebook and LinkedIn by emailing info@morganpropertym.com.

Information sharing with third parties

Where necessary and in accordance with data protection legislation we share information internally at Morgan Property Management and with third parties as required and where we have a legal basis to do so.

We share information where there is a legal, regulatory or professional obligation to disclose your personal information, in order to apply the relevant rules and/or to protect the rights, property or safety of our members and clients past and present.

Marketing

We may use your personal data to provide you with information about our services and/or products, which we consider may be of interest to you. You can update your preferences of how and what we communicate to you at any time through the preference centre within your Membership Portal (if applicable)

How long we keep your information for

We will only keep your information for as long as necessary to perform our obligations and to fulfil the original processing purpose. Based on the legal basis we may need to keep some information for longer i.e. to comply with tax and accounting law and in some cases, we will anonymise your information so that it can no longer be associated with you.

When establishing our Retention Schedule, we consider the legal basis, sensitivity of information, the type of information and once the retention period has ended how we deal with the information.

Cookies

Our website uses cookies to improve your experience and the performance of the site. Cookies help us to understand trends among the behaviour of groups of users and make improvements based on this. We want to ensure that as a user you have full control over which cookies are used and you can find full details in our [cookie policy](#).

International Transfers (to include EEA)

The EEA is the European Economic Area, which consists of the EU Member States, Iceland, Liechtenstein and Norway.

Morgan Property Management does not transfer any personal information outside the EEA.

However, we may use third-party providers that do, in which case, if they do transfer your personal information outside the EEA we will make sure that it is protected in the same way as if it was being used in the EEA, ensuring adequate safeguards are in place. If you would like more information on the specific mechanism used please contact the Data Protection Officer.

Rights

Your rights under the data protection legislation are as follows.

- Right to be informed
- Right of access
- Right to rectification
- Right to erasure
- Right to restrict processing
- Right to data portability
- Right to object
- Rights related to automated decision-making including profiling

To exercise any of your rights please contact our Data Protection Officer who will be able to provide further information.

Changes to this policy

We reserve the right to amend this policy at any time. Please check back regularly to see if there have been any updates. It was amended last on 16 October 2020.

Any questions on this policy or how Propertymark handles personal information please contact our **Data Protection Officer**.

Complaints

If you are unhappy with how your information is being processed and wish to make a complaint, please contact:

Information Commissioner's Office (ICO)

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

casework@ico.org.uk

ico.org.uk/global/contact-us/

Last updated: 11 October 2021