

## General Data Protection Regulation (GDPR) Policy

CBW Property Management LTD

**Effective Date:** 27/03/2025

### 1. Introduction

CBW Property Management LTD ("we," "us," "our") is committed to protecting and respecting your privacy. This GDPR Policy outlines how we collect, use, store, and protect personal data in accordance with the General Data Protection Regulation (GDPR) and the UK Data Protection Act 2018. This policy applies to all clients, tenants, landlords, buyers, and other individuals who interact with our services in Wales.

### 2. Data We Collect

We collect and process the following types of personal data:

- **Identity Data:** Name, date of birth, passport, driving licence, or other identification documents.
- **Contact Data:** Address, phone number, email address.
- **Financial Data:** Bank details, payment history, credit checks, income verification.
- **Property Data:** Details of properties owned, rented, or purchased.
- **Communication Data:** Correspondence via email, phone, or other communication channels.
- **Technical Data:** IP address, browser type, and usage data from our website.

### 3. How We Use Your Data

We use personal data for the following purposes:

- To provide property sales, lettings, and management services.
- To verify identity and carry out due diligence.
- To process rental applications and occupational contracts.
- To comply with legal and regulatory obligations.
- To facilitate financial transactions, including rent collection.
- To respond to inquiries and provide customer support.
- To send marketing communications where consent has been given.

### 4. Legal Basis for Processing Data

We process personal data under the following legal bases:

- **Contractual Necessity:** To fulfil our obligations under tenancy agreements and property sales contracts.
- **Legal Compliance:** To comply with financial, tax, and housing regulations.
- **Legitimate Interests:** To operate our business effectively while ensuring data protection.
- **Consent:** Where required, we obtain explicit consent for marketing and data sharing.

## 5. Data Sharing

We may share personal data with:

- Law enforcement and regulatory bodies where required.
- Credit reference agencies and financial institutions for background checks.
- Contractors and service providers involved in property maintenance.
- Legal and professional advisors when necessary.
- **Canopy** for tenant referencing and verification.
- **Landlord Tap** for landlord and tenant utility management.
- **Local council authorities** for compliance with housing regulations and council tax responsibilities.
- **BDW Consultancy LTD** for engaging bona fide subcontractors in property maintenance.
- Other third parties with explicit consent.

## 6. Data Retention

We retain personal data for as long as necessary to fulfil contractual obligations, comply with legal requirements, and resolve disputes. Once data is no longer required, it will be securely deleted or anonymised.

## 7. Data Security

We implement appropriate technical and organisational measures to protect personal data against unauthorised access, loss, or disclosure. These measures include encryption, secure storage, and access controls.

## 8. Your Rights

Under GDPR, you have the following rights:

- **Access:** Request a copy of your personal data.
- **Rectification:** Request corrections to inaccurate or incomplete data.
- **Erasure:** Request deletion of your data where applicable.
- **Restriction:** Request limitation of data processing.
- **Objection:** Object to processing based on legitimate interests.
- **Data Portability:** Request transfer of your data to another service provider.
- **Withdraw Consent:** Withdraw consent for processing where applicable.

To exercise any of these rights, please contact us at [info@cbwpropertymanagement.co.uk](mailto:info@cbwpropertymanagement.co.uk)

## 9. Cookies and Website Tracking

We use cookies to enhance user experience on our website. Users can manage cookie preferences through browser settings.

## 10. Contact Information

If you have any questions about this GDPR Policy or wish to exercise your data protection rights, please contact:

### Data Protection Officer

CBW Property Management LTD

49 North Parade, Aberystwyth, SY23 2JN

Email: [info@cbwpropertymanagement.co.uk](mailto:info@cbwpropertymanagement.co.uk)

Phone: 01970 606060

### **11. Changes to This Policy**

We may update this policy periodically. Any changes will be posted on our website, and where appropriate, notified to clients directly.