

## Privacy Policy

CBW Property Management LTD

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

### 1. Introduction

CBW Property Management LTD ("we," "us," "our") values your privacy and is committed to protecting your personal data. This Privacy Policy explains how we collect, use, and safeguard your information when you interact with our services in Wales. It also outlines your rights under the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

### 2. What Data We Collect

We may collect 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:** Information about owned, rented, or purchased properties.
- **Communication Data:** Emails, phone calls, and messages.
- **Technical Data:** IP address, browser type, and usage data from our website.

### 3. How We Use Your Data

We use your personal data for the following purposes:

- To provide property sales, lettings, and management services.
- To verify identity and conduct tenant referencing (via Canopy).
- To manage landlord utility accounts (via Landlord Tap).
- To comply with local council requirements for housing regulations and council tax.
- To facilitate property maintenance and subcontractor services (via BDW Consultancy LTD).
- To handle tenancy agreements, rental applications, and payments.
- To respond to inquiries and provide customer support.
- To send marketing communications where consent has been given.

### 4. How We Share Your Data

We may share your data with:

- **Regulatory and legal authorities** (e.g., local councils, law enforcement).
- **Service providers** (e.g., contractors, property maintenance teams via BDW Consultancy LTD).
- **Tenant referencing and verification services** (e.g., Canopy).
- **Utility management platforms** (e.g., Landlord Tap).
- **Financial institutions and credit agencies** for background checks.

- **Legal and professional advisors** (when required).
- Other third parties only with your explicit consent.

## 5. How We Protect Your Data

We take appropriate security measures, including:

- **Data encryption** to protect sensitive information.
- **Secure servers and restricted access** to prevent unauthorised access.
- **Regular security audits** to ensure data protection.

## 6. Your Rights Under GDPR

You have the following rights regarding your data:

- **Access:** Request a copy of your data.
- **Correction:** Update inaccurate or incomplete data.
- **Erase:** Request deletion of your data where applicable.
- **Restriction:** Limit how we process your data.
- **Objection:** Object to data processing in certain cases.
- **Data Portability:** Request transfer of your data to another provider.
- **Withdraw Consent:** Opt out of marketing communications at any time.

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

## 7. Cookies and Website Tracking

We use cookies to enhance your experience on our website. You can manage cookie preferences in your browser settings.

## 8. How Long We Keep Your Data

We retain your personal data only as long as necessary for legal, financial, and contractual purposes. Once no longer needed, it will be securely deleted or anonymised.

## 9. Contact Us

If you have any questions about this Privacy Policy or how we handle your data, please contact:

[chris@cbwpropertymanagement.co.uk](mailto:chris@cbwpropertymanagement.co.uk)

CBW Property Management LTD

49 North Parade, Aberystwyth, SY23 2JN

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

Phone: 01970 606060

## 10. Updates to This Policy

We may update this Privacy Policy periodically. Any changes will be posted on our website, and where appropriate, we will notify you directly.

