



SALES · LETTINGS · MANAGEMENT · MORTGAGES

Park House (4th Floor) 22 Park Street Croydon CR0 1YE
+44 (0)20 3326 0436 · www.MujiFat.com · info@mujiat.com

We are contacting you today as part of preparing for Data Protection Laws GDPR which are coming into effect on 25th May 2018.
MujiFat Ltd collects and uses certain information about individuals such as addresses, phone numbers and emails etc. This allows us to carry out our contract and to Sell / Manage your Estate or Tenancy.
We are committed to protecting the rights and privacy details in compliance with the Data Protection Act - *Please see below our Privacy Notice.*

PRIVACY NOTICE

The information below may or will apply to our various clientele, when entering, or have entered, or have an existing business relationship ~ Be it Landlords / Vendors / Tenants / Ex-tenants or Other.

This privacy policy tells you about the information we collect from you when you register your details on our website or when you become our client. In collecting this information, under the rules of the General Data Protection Regulation (GDPR) we are acting as a data controller and, by law, we are required to provide you with information about us, about why and how we use your data, and about the rights you have over your data.

This explains what personal data we hold about you, how we gather it, and how we might share and use your information during our management of properties and after it ends. Under GDPR, we are required to notify you of this information.

Please ensure you read this notice thoroughly and any further information relevant to this matter. This notice contains important details about who we are, why and how we collect, store, use and share personal information. It also explains your rights in relation to your personal information and how to contact us and the appropriate supervisory authorities in the event you have a complaint.

WHO WE ARE:

- We are MujiFat Limited (MFL).
- Property Managers / Estate Agents / Property Consultants.
- Our trading address is Park House (4th Floor) 22 Park Street Croydon CR0 1YE
- Our Registered Address is Consilium House - 20 High Street, Lydd, Kent TN29 9AJ
- Registered in England (UK) No · 07636898

MFL Estates gathers, uses and is responsible for certain personal information about you. When we do so, we are regulated under the GDPR (which applies across the EU, including the UK) and we are responsible to use such information in accordance with the law.

You can contact us by post at this address, by email at info@mujiat.com or by telephone on **020 3326 0430**. Any enquiries about our use of your personal data should be addressed to the contact details above.

DATA PROTECTION PRINCIPLES:

We will comply with the data protection principles when gathering and using personal information, as outlined in the GDPR data protection policy.

THE PERSONAL INFORMATION WE COLLECT, RECEIVE AND USE:

1. WEBSITE:

When you visit and navigate our site and when you communicate with us via our site, we will not collect personal information about you unless you provide us that information voluntarily.





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If you provide such information we will store your name, address, telephone number, email address and any property details and requirements you have.

2. INFORMATION COLLECTED BY US, WHEN ENTERING INTO A BUSINESS RELEATIONSHIP WITH US:

In the action of identity and contact details for letting / managing properties tenants/residents, Landlords, Vendors or Buyers:- We may collect the following information:

We use different ways to collect data about you including the information you supply to us when applying for a tenancy/residency or other. (NEW Customer) If you fail to provide this information we may not be able to proceed. As necessary personal data is processed by us (or by any letting/managing agent) we retain relating to tenants/prospective tenants/residents/prospective residents/guarantors consisting of the following as applicable: -

- Identity and contact details including car registration
- Personal/background information including occupation/status
- Bank details
- Verification and credit status
- Deposit (if any) including return on tenancy termination
- Tenancy details including renewals, joint tenants, other residents and guarantors
- Immigration/right to rent checks (England only)
- Rent and other payments
- Recovery of arrears, claims or possession proceedings
- Repairs/health and safety/housing conditions
- Breach of tenancy terms/nuisance/anti social behaviour
- Council Tax liability
- Water charges payable
- Utilities and services provided
- Welfare Benefits
- Termination of tenancy
- Audio and CCTV recordings (if any)
- Complaints
- Insurance
- Health or disability
- Emails texts and other communications and via our website where we operate one.
- Website and online portal information.





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The provision of the information above is required to allow us to perform our contract as managing agent appointed for and on behalf of each estate. However, we will inform you at the point of collecting details, whether you are required to provide any or all of the information.

2. INFORMATION COLLECTED FROM OTHER SOURCES:

We also obtain information from other sources such as from: Lawyers/Solicitors, Accountants/Auditors, Contractors, Referencing companies, Debt Collections, Insurance Brokers, Emergency contractors, Directors, relevant Authorities, Clients, Managing Agents etc.

We obtain information about you when we carry out credit checks or take up references.

We may also receive information from you via websites or from online rental portals such as Zoopla, OnTheMarket, Gumtree or Rightmove AND Other. Any information which we receive in this way is set out in the Table to this privacy notice which gives you more details about information which we can receive from third parties.

HOW WE USE YOUR PERSONAL INFORMATION:

We generally collect and use the information provided to us for the performance of our managing contract / Sales progression (if accepted). We work with your information on our own or with a third party, but only within the boundary of your interests and rights. We strive to make sure that our information collection and its process is carried out appropriately. We will notify you of any changes to the information we need to collect or to the reasons why we collect it.

WHO WE SHARE YOUR PERSONAL INFORMATION WITH:

We will share information we hold with others, where this is necessary. When we do this, we must comply with data protection legislation.

Information can be shared with other landlords including where you apply to another landlord for a tenancy; contractors/ suppliers; utilities and service providers; trades people; financial organisations (including banks and insurance companies); debt collection and tracing agents; public and government bodies (including those who administer benefits, such as the Department for Work and Pensions or the local authority); courts; police and law enforcement agencies; taxation authorities; local authorities in relation to Council Tax and regulatory functions; letting and managing agents; and any future owner of the property.

We may need to share information with your next of kin etc., e.g. in an emergency.

It may be necessary for us to share information with a future owner of the property if we are selling.

We also may share information with professional advisers such as lawyers and accountants or an advice agency which involves sharing information about you with them.

If you live in a flat we give information to the freeholder, managing agent etc., for the block of flats.

We also send notifications to and have correspondence with any tenancy deposit scheme protecting any tenancy deposit which has been paid. In some cases, we may be under a legal obligation to provide information either because of the law or because of a contractual obligating binding on us.





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What we share will depend on what is necessary in the circumstances and in respect of different kinds of information which we hold about you.

We DO NOT Sell on your information to marketing companies.

WHERE YOUR PERSONAL INFORMATION MAY BE HELD:

Information may be held at our office and with third-party agencies, service providers, representatives and agents described above.

Your information is protected as we have security measures in place in accordance with the GDPR data protection policy.

In some cases, a set number of years after a data subject cease to be a lessee in that development.

HOW LONG YOUR PERSONAL INFORMATION WILL BE KEPT:

Data can only be stored on a time limited basis and not indefinitely. We will hold personal data about you for the duration of your tenancy and for seven years after your tenancy has ended. This is the statutory limitation period six years plus a further year to allow for service of proceedings should proceedings commence later. We are also required to retain information for up to six years for tax purposes. If your tenancy application does not go ahead then we retain data for one year.

Storage and security of data

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal data on our instructions and they are subject to a duty of confidentiality.

All our information is stored securely electronically on servers or devices. Certain information is also retained on a secure basis in hard copy format.

Storing Data

We keep information both electronically and in a manual filing system to maintain our records. We do this because we need to use it from time to time.

Normally the legal gateway permitting us to do so which will apply will be the same as applies when we use the data. Additionally, however, there are legal obligations to retain data under data protection law, taxation legislation and housing law.

We also need to do so to fulfil our contract with you.





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In our own legitimate interests, we also need to retain information to deal with enquiries or disputes and for audit purposes.

REASONS WE COLLECT AND USE YOUR PERSONAL INFORMATION:

We rely on contracts as the lawful basis by which we collect and use your personal data.

We must tell you why we collect and hold information about you.

We must also have a legal basis before we are allowed to collect or process your personal data. Processing personal data includes recording, storing, altering, using, sharing or deleting data. We only need one of these “gateways” and for our purposes they are –

- You consent. Consent may be requested in certain cases, e.g. to obtain a reference but generally we do not rely on your consent to process your personal data.
- To perform our contract so that we can carry out our responsibilities under the tenancy agreement with you, including anything you request us to do with a view to you becoming a tenant (or resident).
- Compliance by us with a statutory or other legal obligation (Example ~ If Purchasing or Selling a property via us, then we will have to carryout Anti-Money Laundering checks).
- Where this is in your vital interests, e.g. if there is a life-threatening situation.
- Where we are pursuing our own legitimate interests or those of a third party. This will not apply if our interests are overridden by your interests or your fundamental rights and freedoms. We must carry out a balancing exercise therefore to decide whether we can rely on this gateway to ensure that it applies. In each case we have done this and we do not consider your interests, rights or freedoms outweigh our own or those of the third party concerned.

This notice identifies the relevant gateway applicable in each case. In some cases, we will rely on more than one gateway depending on the particular purpose for which we are using your data. Additionally, any data must be processed by us fairly and openly.

Information legally required under your tenancy agreement

Your tenancy agreement provides that in certain situations you must give us information when asked.

This is a legal obligation because it is a contractual requirement. You should refer to the relevant clauses in your tenancy agreement which tell you the situations in which such information must be given.





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Holding data outside the European Union

Our email account and web provider (if any) is the provider specified in the Table. Our email account is web based. Providers store related data internationally and not necessarily within the European Union. The recipient of this data is the provider concerned. You need to refer to the provider concerned to determine if they have the required clearance (adequacy decision) from the EU authorities or whether or not, instead, there is an agreement containing appropriate and suitable safeguards and to obtain a copy of this agreement.

YOUR RIGHTS:

Under GDPR, you have a number of important rights.

Where we hold personal data about you, you are the data subject. Data protection legislation gives you a number of rights. To exercise any of these rights you should contact us. You can do so by email at the address given above or you can telephone us on the number given above. You can also write to us at our address given at the top of this notice. Normally no fee is payable.

These include the rights to:

1. Fair processing of information and transparency over how we use your personal information.
2. Access to your own personal information and to certain other supplementary information that the Privacy Notice addresses.
3. Correct any mistakes in your information that we have.
4. Erase personal information concerning you in certain situations.
5. Receive personal information concerning you which you have provided to us in a clear, coherent format. You also have the right to share that data with other third parties in certain situations.
6. Object at any time to processing your information for direct marketing.
7. Object to decisions being taken by automated means which produce legal effects concerning you or significantly affect you.
8. Object in certain other situations to our continued processing of your information.
9. Restrict our processing of your personal information in certain circumstances.
10. Claim compensation for damages caused by our breach of any data protection laws.

For further information on each of those rights, including the circumstances in which they apply, see **'Guidance from the UK Information Commissioner's Office (ICO) on individuals rights under the General Data Protection Regulation'**.





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Withdrawal of consent

Where your consent provides us with the legal gateway to process data about you can withdraw this at any time by telling us by email via info@muji-fat.com or write to us at: **Park House (4th Floor), 22 Park Street Croydon CR0 1YE**. Please provide us with enough information to identify you (e.g. full name, address and property address).

KEEPING YOUR PERSONAL INFORMATION SECURE:

We have security measures in place to prevent your information from being accidentally lost, used or accessed in an unauthorised way.

We limit access to your personal information to those who have a strictly relevant requirement for it.

Those processing your information will do so only in an authorised manner and are subject to according to confidentiality.

We also have procedures in place to deal with any potential data security breaches.

We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

Destruction of Data

We delete/destroy data once it is no longer needed. This is a requirement of data protection law. This notice tells you the period for which we normally store data.

HOW TO COMPLAIN:

We hope that we can resolve any issue or concern you raise about our use of your information.

We operate our own internal complaints policy and if you have any concerns about the way in which we collect or handle data please contact us.

The GDPR also allows you the right to raise a complaint with a supervisory authority, in particular in the EU (or European Economic Area), where you work, live or where any alleged data infringement occurs.

Additionally, you have the right to lodge a complaint with the Supervisory Authority who is –

**Information Commissioner
Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF**

The supervisory authority in the UK is the Information Commissioner who can be contacted at <https://ico.org.uk/concerns/> or by phone.

CHANGES TO THIS PRIVACY NOTICE:

This privacy notice is dated 24th May 2018. Should there be any changes, we will notify you accordingly.

