

# Antony Richards Property Services Privacy Policy

This page informs you of our policies regarding the collection, use, and disclosure of personal data when you use our services. We aim to ensure that your personal data is processed lawfully, transparently, and for a specific purpose.

## Who Are We?

Valley of the Birds Ltd – Company No: 4834334. Registered Office: Nanceddan, Ludgvan, Penzance, TR20 8AN. We trade as Antony Richards Property Services, 10 Market Place, Penzance, TR18 2JA.

## What Information Is Collected From You?

Personal information from you such as your name, email address, telephone number, date of birth, national insurance number, bank account details, next of kin, employer, current address which is provided via telephone calls, emails, letters, or completion of contact forms\* is treated as confidential information.

Our website [www.antonyrichards.co.uk](http://www.antonyrichards.co.uk) does **not** collect domain information (e.g. IP address and referring URLs).

## How Is Your Information Used?

- To provide and maintain our services.
- To notify you about changes to our services.
- To provide customer support.

## Disclosure To Third Parties

In the course of our services, we may disclose your relevant contact details to one or more of the following: your landlord (if you are a tenant), your tenant (if you are a landlord) contractors (e.g. plumbers, electricians), utility companies (and their) debt collection companies, Cornwall Council, The Dispute Service, referencing agencies, Inland Revenue, and any other statutory authority with a legitimate interest.

Additionally, for leaseholders where we manage the block of flats, we will give details to other leaseholders, Companies House, accountants in order to prepare service charge statements.

## Disclosure To Non Related Third Parties

Antony Richards Property Services does **not** pass on or sell email addresses or any other information to third parties without a legitimate interest.

## How Long Will We Hold Your Information?

Antony Richards Property Services will continue to hold your relevant information for six years in line with record keeping required by the Inland Revenue. At any time, you can demand access to data we hold on your behalf and request that it be deleted if it is no longer relevant.

## Security of Data

Information is held on a password protected server. Off site back up is to Microsoft Azure which is fully GDPR compliant.

- \* Tenancy application forms, property management instruction forms, email enquiries or similar