

Privacy Policy: Your personal data, how it is stored and processed

CHL Holdings Ltd is the 'Controller' of personal data provided to us by residents and commercial tenants.

Commercial Property tenants:

Why we need information about you

If we are approached by a prospective commercial tenant, we (CHL Holdings Ltd) will collect information relevant to the consideration of a business lease. This may come from the details you provide, a Credit Reference Agency or from third parties. We need this information so that we can assess credit worthiness, make identity checks, verify the information you have provided and prevent criminal activity. If the lease goes ahead, we may need to keep this information to manage your account, trace and recover debts and prevent or identify criminal activity.

What happens to your application data: Searching with a Credit Reference Agency

In order to obtain information from your credit file, we will supply a Credit Reference Agency with your personal information (eg: name, address, date of birth). They will then provide us with information about you which may include details about your financial situation and financial history, in addition to voters roll information. As a general practice, we use either a 'Quotation' search or 'Tenancy Verification' search, which avoids leaving a 'footprint' of your application on your Credit Report.

What happens to your data through the life of your business lease

The information we have received may be recorded and stored by us on the basis that it is relevant to the running of the business agreement, debt recovery or to show compliance with regulations. Your personal data will be held in our records and processed by staff in the UK. No third parties will have access to it, unless there is a legal requirement or operational necessity.

Sharing with third parties for marketing

We will not share your data with third parties for marketing purposes, unless we have your authority.

Use of CCTV

Some of our commercial premises use CCTV for the security and protection of our tenants and their assets. CCTV footage is monitored overnight by a third party, Securi Guard. They hold contact details for designated 'key holders', with their consent, so that they can inform them of any security breach. Please refer to Securi Guard's privacy policy in full, using the link provided on our website.

Information will be destroyed or deleted when it is no longer required.

If you do not enter into a business lease with us, we will keep the information we hold for a limited period after your initial enquiry. Keeping information on record for an appropriate period will enable us to refer back and contact you again if another commercial unit becomes available. After this time, your information will be destroyed or deleted. If you enter a business lease with us, we will keep the information we hold for a limited period after the lease has expired. It would enable us to demonstrate compliance and to recover delinquent debts if sums were written off. After a suitable period, your data will be destroyed or deleted.

Changes to this statement:

CHL Holdings Ltd will occasionally update this Statement of Privacy to reflect company and customer feedback. Our data processing policy will shortly be added to our website www.chlholdings.co.uk. Please check for updates and amendments to policies at least 6 monthly.