



Altro Property Ltd Privacy Policy

Our contact details

Name: Altro Property Ltd

Address: 13/1 Rocheid Park, Edinburgh, EH4 1RU

Phone Number: 07885 774793

Email: info@altroproperty.co.uk

Website: <https://altroproperty.co.uk>

The type of personal information we collect

We currently collect and process the following information:

- Name and contact details
- Financial information including bank statements and wage slips
- Employment details such as job titles

How we get the personal information and why we have it

Altro Property acts as Data Controller in relation to any personal information collected and most of the personal information we process is provided to us, directly by you, for one of the following reasons:

- To carry reference checks
- To draw up tenancy agreements

We also receive personal information from other sources such as previous landlords.

Any personal information provided is only used by Altro Property to provide letting agency services to prospective tenants, tenants and landlords.

If you do not provide personal information requested, then Altro Property may be unable to provide you with an effective lettings agent service.

How we store your personal information

Your information is securely stored electronically by Altro Property.

We keep your contact details for 5 years. We will then dispose of your personal information by deleting these records

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at:

Altro Property Ltd
13/1 Rocheid Park
Edinburgh EH4 1RU
Phone Number: 07885 774793

You can also complain to the ICO if you are unhappy with how we have used your data.

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

Helpline number: 0303 123 1113 ICO website: <https://www.ico.org.uk>

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