



MAHER ROSS LTD PRIVACY POLICY

Maher Ross Ltd is an independent agency that provides a residential lettings service throughout the Isle of Wight.

This privacy notice explains how we use the personal information we collect from you.

What Information do we collect from you?

We will collect personal information from you, such as name, contact details, address, employment status and other information relevant to the provision of our services to you.

You are responsible for ensuring the information you give to us is accurate, up to date and relevant.

How your information is used

We will use the information you provide;

- To confirm your identity, obtain references and carry out credit checks
- To provide our services to you in the most efficient way
- To contact you in connection with the services we provide

Maher Ross Ltd use other service providers and third party platforms to provide key functions on our behalf or assist in providing services to you such as;

Agent OS - Residential Lettings and Property Management Software and Database
Vouch - Online referencing service
DocuSign - Emailing and storage of documentation for electronic signature
Help the Move - Utility management and support services

Maher Ross Ltd will only provide the details we hold for you to the companies we use in the provision of our services these include the above, your landlord, contractors, enforcement agencies, HMRC, relevant authorities and Government departments, we will not share your information with any other third party without your written consent unless we are required to do so by law.

Maher Ross Ltd may add future providers or third parties as consistent with this privacy policy.

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Storage of Personal Information

We are committed to protect the information you provide and have security procedures in place to safeguard the physical and electronic data we hold.

How long we will keep your information

We will keep the information you provide to us as long as you have a relationship with us, for example as a tenant or landlord. When the relationship finishes we may keep the information to assist with queries or complaints, up to a period of seven years. If you would prefer that we delete the information we hold for you at the end of the relationship then we will require your written instruction to do this.

Other Websites

Our website contains links to other websites and this privacy policy only applies to our website. Once you use these links to leave our site you should read the privacy statement applicable to that website as we cannot be responsible for the protection of information you may provide.

Changes to our Privacy Policy

We keep our Privacy Policy under regular review and any amendments or updates will be on this page. This policy was last updated in October 2024.

How to Contact Us

Please contact us if you have any questions regarding this privacy policy or about the information we hold.

You may also request details of the information we hold about you by writing to:

The Data Protection Officer
Maher Ross Ltd
25 Binstead Road
Ryde
Isle of Wight
PO33 3RD