Privacy Policy – Saving You Money Ltd

Our contact details

Name: Saving You Money Ltd (trading as Get My Deposit Back)

E-mail: Matt@GetMyDepositBack.net

The type of personal information we collect

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name and contact details) for our customers and others in their tenancy agreement;
- Social media handles (though usually only when approached via social media for help);
- Commentary on the agent/landlord & tenant relationship and correspondence relevant to the issue(s) faced;
- Information about the property and tenancy insofar as this data relates to the tenants;

How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you. This is to allow us to provide our agreed service(s) to you.

We use the information that you have given us in order to carry out our contractual obligations to you.

Under the UK General Data Protection Regulation (UK GDPR), we rely on contractual obligation as the lawful basis for processing your information. We also rely on Legitimate Interest for follow-up work or advice we provide to you outside of our contract.

From time to time, third party individuals are identified in the documentation/information we receive from you. Third party information are processed under a 'Legitimate Interest' lawful basis. Due to an exception under GDPR, we do not need to notify the third party that we are processing their data.

We also use trusted third party Data Processors (Microsoft, Wix, Atlassian) to help run our business. Some personal data may be shared with these third parties in the course of carrying out our business activities. Their privacy policies, and commitments as Data Processors, can be found here:

- https://privacy.microsoft.com/en-gb/privacystatement
- https://www.microsoft.com/en-gb/trust-center/privacy/gdpr-faqs
- https://www.wix.com/about/privacy
- https://www.atlassian.com/legal/privacy-policy

How we store your personal information

Your information is securely stored and we ensure that persons who process personal data in our organisation are committed to confidentiality.

We keep information relating to a dispute for up to six years from the date we are notified of an outcome in the dispute, after which time it is deleted.

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 (unless the request is substantial where we may have more time).

Please contact us at Matt@GetMyDepositBack.net (using subject field “Data protection”) if you wish to exercise any of your rights above or have any queries regarding this policy.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us by email at the above address.

You can also complain to the Information Commissioner’s Office if you are unhappy with how we have used your data.

Address: Information Commissioner’s Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Helpline number: 0303 123 1113

ICO website: https://www.ico.org.uk