



LONDON-TOKYO PROPERTY SERVICES LTD.

RESIDENTIAL SALES, LETTINGS & MANAGEMENT
ESTATE AGENTS EST 1987



We ask that you read this privacy notice carefully as it contains important information on who we are, how and why we collect, store, use and share personal information, your rights in relation to your personal information and on how to contact us and supervisory authorities in the event you have a complaint.

Who we are

LONDON-TOKYO PROPERTY SERVICES LIMITED collects, uses and is responsible for certain personal information about you. When we do so we are regulated under the [General Data Protection Regulation](#) which applies across the European Union (including in the United Kingdom) and we are responsible as 'controller' of that personal information for the purposes of those laws.

The personal information we collect and use

Information collected by us

In the course of our business we collect the following personal information when you provide it to us:

- Your name, address, identification and bank details along with certain other information requested to enable us to conduct business with you

Information collected from other sources

We also obtain personal information from other sources as follows:

- We may utilise your information with third parties for the purposes of referencing and credit checks as required in the ordinary course of our business

How we use your personal information

We use your personal information to:

- Either to market your property for the purposes of letting or
- To provide to landlords for the purposes of you being accepted as a suitable tenant for letting as well as to third party agencies, including credit reference and also general referencing agencies
- Register you as a prospective tenant or landlord that will be kept on our database for either marketing purposes either at the time of giving the information or in the future.

Who we share your personal information with

We routinely share personal information with various third parties, including credit referencing agencies, referencing agencies, inventory checkers, cleaning companies as well as third parties with whom we deal with for systems that we use in the course of our business. This data sharing enables us to provide you with the services of letting in the ordinary course of our business.

We will share personal information with law enforcement or other authorities if required by applicable law.

We will not share your personal information with any other third party other than those we have a contract with and they have confirmed that they are compliant with data protection regulations.

Whether information has to be provided by you, and if so why

The provision of your personal data is required from you to enable us to be able to service you as part of our business. We will inform you at the point of collecting information from you, whether you are required to provide the information to us.

How long your personal information will be kept

- We will hold your personal information for 6 years unless we consider that it is necessary to keep this for longer or the information is needed as part of any ongoing investigation or dispute

Reasons we can collect and use your personal information

We collect your personal data on a lawful basis and use this in the course of our legitimate interests.

Transfer of your information out of the EEA

We may transfer your personal information to the following which are located outside the European Economic Area (EEA) as follows:

- As part of our lettings business we have clients who reside abroad and in order for them to approve you as a prospective tenant or for us to approve you as a prospective landlord and then continue to act for you we will need to share the information with them. They can be resident abroad.
- Such countries do not have the same data protection laws as the United Kingdom and EEA. Whilst the European Commission has not given a formal decision that such provide an adequate level of data protection similar to those which apply in the United Kingdom and EEA, any transfer of your personal information will be subject to a the general data protection regulations. Where possible we will request a copy of the such safeguards from including compliance with our own terms and conditions when handing data that we have provided.

If you would like further information please contact us. We will not otherwise transfer your personal data outside of the United Kingdom or to any organisation (or subordinate bodies) governed by public international law or which is set up under any agreement between two or more countries.

Your rights

Under the [General Data Protection Regulation](#) you have a number of important rights free of charge. In summary, those include rights to:

- fair processing of information and transparency over how we use your use personal information
- access to your personal information and to certain other supplementary information that this Privacy Notice is already designed to address
- require us to correct any mistakes in your information which we hold
- require the erasure of personal information concerning you in certain situations
- receive the personal information concerning you which you have provided to us, in a structured, commonly used and machine-readable format and have the right to transmit those data to a third party in certain situations
- object at any time to processing of personal information concerning you for direct marketing
- object to decisions being taken by automated means which produce legal effects concerning you or similarly significantly affect you
- object in certain other situations to our continued processing of your personal information
- otherwise restrict our processing of your personal information in certain circumstances

For further information on each of those rights, including the circumstances in which they apply, see the [Guidance from the UK Information Commissioner's Office \(ICO\) on individual's rights under the General Data Protection Regulation](#).

If you would like to exercise any of those rights, please:

- email, call or write to us on head-o@london-tokyo.co.uk, or telephone 020 7431 3550
Hampstead Green Hill, 122C Finchley Road London NW3 5HT
- let us have enough information to identify you ,
- let us have proof of your identity and address (a copy of your driving licence or passport and a recent utility or credit card bill), and
- let us know the information to which your request relates

If you would like to unsubscribe from any EMAIL OR NEWSLETTER then please email head-o@london-tokyo.co.uk. It may take up to 5 days for this to take place.

Keeping your personal information secure

We have appropriate security measures in place to prevent personal information from being accidentally lost, or used or accessed in an unauthorised way. We limit access to your personal information to those who have a genuine business need to know it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality.

We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

How to complain

We hope that we can resolve any query or concern you raise about our use of your information.

The [General Data Protection Regulation](#) also gives you right to lodge a complaint with a supervisory authority, in particular in the European Union (or European Economic Area) state where you work, normally live or where any alleged infringement of data protection laws occurred. The supervisory authority in the UK is the Information Commissioner who may be contacted at <https://ico.org.uk/concerns/> or telephone: [0303 123 1113].

Changes to this privacy notice

This privacy notice was published on 18TH MARCH 2024.

We may change this privacy notice from time to time, when we do we will update our website.

We keep this Policy under regular review, the last review was on 01/03/2024.

How to contact us

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

If you wish to contact us, please send an email to head-o@london-tokyo.co.uk, write to Hampstead Green Hill, 122C Finchley Road, London NW3 5HT or call 020 7431 3550.

Do you need extra help?

If you would like this notice in another format please contact us (see 'How to contact us' above).]