

# Privacy Policy

## Lifestyle Dwellings

### Organisation Privacy Notice

Our contact details Name: HRS Property Solutions Ltd – Trading as Lifestyle Dwellings

Address: Kemp House 124 City Road London EC1V 2NX

Phone Number: 0333 444 5506

E-mail: admin@lifestyledwellings.com

#### **What type of information we have**

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name and contact details)
- Photo ID either Passport or Drivers License

#### **How we get the information and why we have it**

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- Cross Reference with booking details
- Validation of name associated with credit card

We also receive personal information indirectly, from the following sources in the following scenarios:

- Booking.com, AirBnb, Lifestyle Dwellings Direct booking web site or any other online booking service.

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

(A) We have a contractual obligation.

(B) We have a legitimate interest.

#### **What we do with the information we have**

We use the information that you have given us in order to:

- Process credit card payments.
- Ensure the ID matches the individual making the booking

We may share this information with: Stripe.com to process any credit card payment.

\*We will never share your Photo ID with anybody or organisation.

#### **How we store your information**

Your information is securely stored on a secure encrypted cloud based server.

\*We keep your photo ID for a maximum of 12 months after you check out. We will then dispose your information by deleting your photo ID from the secure server.

#### **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 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 information in certain circumstances.

**Your right to object to processing**

You have the the right to object to the processing of your personal data in certain circumstances.

**Your right to data portability**

You have the right to ask that we transfer the 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 at: [admin@lifestyledwellings.com](mailto:admin@lifestyledwellings.com),

0333 444 5506 and or HRS Property Solutions Ltd, Kemp House 124 City Road London EC1V 2NX if you wish to make a request.

**How to complain**

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

The ICO's address:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113