

Privacy Policy

Privacy notes for our clients in accordance with the European Union's General Data Protection Regulation ('GDPR')

The information we provide below gives you an overview of our approach to processing your personal data and your rights under provisions of GDPR.

1. Data controller and contact

Data controller under Article 4 (7) GDPR is:

Renting Italy Srl ('Renting Italy', 'We', 'Us', 'Our Company', 'Our Agency')

Viale Ortles 54/a

20139 Milan, Italy

The easiest way to reach our data protection department is by email to info@rentingmilan.com.

2. Processing purposes

In the section below, we inform you about the various types of personal data we process, and the purposes for which we do it.

2.1 Requests

When you reach out to us with your request, be it to look for real estate for rent or sale; look for a tenant or buyer; or for general inquiries; we will collect the following data from you, as per art. 6 (1.) (b) GDPR, as a step prior to entering into a contract with you:

Your name email address, phone number, purpose of stay information, location (in Milan / outside Milan – we do not ask you to disclose nor record your precise geographical location).

We process the data above in order to provide you with a service that is personalized, and best tailored to your needs.

Should we not be able to fulfill your needs in a particular moment, we may contact you in the future with new, more relevant offers. We do not engage in mass-marketing campaigns, and any communication you receive from us will always be personalized.

2.2 Contract brokerage

Italian Law obliges real estate agencies to verify the identity of their clients (tenants and landlords; buyers and sellers); to verify the correctness of the details of real estate advertised; to ascertain the authenticity of agreements brokered by the agency; and to register rent and sale contracts with the Agenzia delle Entrate (Fiscal Authority), a body of the Italian Government (Decreto legislativo 90/2017, art. 1746 C.C., legge Stabilità 2016).

If you are a landlord or seller and advertise your real estate through our agency, we will process the following data as per art. 6 (1.) (c) GDPR:

Your name, email address, phone number, biographical details, residence or domicile address, identity document, Codice Fiscale, cadastral registration details of your real estate.

If you are a tenant, landlord, buyer, or seller; and sign a contract brokered by our agency, we will process the following data as per art. 6 (1.) (c) GDPR:

Your name, email address, phone number, biographical details, residence or domicile address, Codice Fiscale, copy of your identity document, copy of your visa to Italy (if applicable), copy of your permit of stay (if applicable)

Sometimes, as is Customary in Italy, landlords will require additional documents from tenants as references – either personal references, demonstrating the purpose of stay of a tenant; or financial references, demonstrating a tenant’s ability to cover rent payments. If such documents are requested of you, we will process their copies as per art. 6 (1.) (b) GDPR.

2.3 Payments

If you make a payment to our company, then we are obliged to store your basic personal data for accounting purposes (art. 2214 C.C.), and we will process the following data as per art. 6 (1.) (c) GDPR:

Your name, residence or domicile address, Codice Fiscale

For payments performed to our company by credit card, we use the services of Stripe, a GDPR-compliant company:

<https://stripe.com/it>

We do not disclose your personal data to Stripe. We receive your basic personal data from Stripe when you make a payment to our company via Stripe, as outlined above and as required of Stripe and of our company by art. 2214 C.C, and as per art. 6 (1.) (c) GDPR.

3. Disclosure

We do not sell personal data to third parties. The section below outlines the very limited scenarios under which your personal data may be disclosed to a third party.

3.1 Parties to contracts brokered by us

Under Italian law (Decreto legislativo 90/2017, art. 1746 C.C., legge Stabilità 2016), parties to a contract (tenants and landlords; buyers and sellers) have a right to receive their respective personal data and documents when entering into a rent or sale contract, also when brokered by a real estate agency. If you enter into a contract brokered by us, then we may disclose your personal data mentioned in point 2.2 of our privacy policy as follows, as per art. 6 (1.) (c) GDPR:

Your personal data mentioned in point 2.2 of our privacy policy may be disclosed to the counter-party of the contract brokered by our agency that you entered (eg. the landlord of an apartment you that rented, or the seller of an apartment that you bought)

3.2 Contract registrations

Under Italian law (Decreto legislativo 90/2017, art. 1746 C.C., legge Stabilità 2016), rent and sale contracts must be registered with the Agenzia delle Entrate. If you enter into a contract brokered by us, then we may disclose your personal data mentioned in point 2.2 of our privacy policy as follows, as per art. 6 (1.) (c) GDPR:

Your personal data mentioned in point 2.2 of our privacy policy may be disclosed to the Agenzia delle Entrate.

3.3. Follow up services

In addition to real estate intermediation, we provide our clients with many follow up services, helping them eg. open contracts with energy supply companies or open contracts with telephone and internet companies. We provide these services only when explicitly ordered by our clients. If you request our assistance in opening a contract with a third party or making a purchase with a third party, then we may disclose your personal data as follows, as per art. 6 (1.) (b) GDPR:

The personal data that is required by that third party for the conclusion of the contract or purchase which you have explicitly ordered and authorized us to carry out.

3.4 External service providers

In some cases, we arrange for external service providers to process your data (e.g. accounting) This makes it necessary for us to transmit your personal data to our external service providers for a specified purpose (confined to the purpose in question). We have selected our service providers carefully and commissioned them in writing. They are bound by our instructions and professional secrecy; and we have obtained information about their technical and organizational measures for the secure processing of personal data. We also require that our service providers comply with the applicable data protection regulations.

4. Data security

We have taken appropriate technical and organizational measures to guarantee data security, in particular to protect your personal data against access by third parties, as well as accidental or intentional modification, loss or destruction. Such measures are reviewed periodically and adapted in line with the state of the art and the law.

5. Your rights

You have the right to request information from us at any time about your personal data we have stored and the origin, recipients or categories of recipients to whom these data are forwarded or otherwise disclosed, the purpose of the storage and processing, the planned storage period, our automated decision-making procedure, the right to data portability, the existence of a right to rectification, erasure, restriction of or objection to processing, and any existing right to lodge a complaint with a supervisory authority. You also have the right to rectification of incorrect data and, in cases where the legal requirements are met, to blocking and erasure, as well as to restrict the processing of data. You may also send requests for information, withdrawals of consent, objections and other concerns regarding data processing by email to info@rentingmilan.com or to the address stated in the introduction. All requests sent to us will be handles in accordance with the law.

6. Storage period

In principle, we process and store your data for the duration of our contractual relationship. In addition, we are subject to various retention and documentation requirements. These required periods arise from tax law (art. 2214 C.C.) and our legal obligations and diligence as a real estate agency (Decreto legislativo 90/2017, art. 1746 C.C., legge Stabilità 2016), meaning that the general storage period we apply is 10 years.

Moreover, special statutory provisions can make a longer retention period necessary, e.g. evidence in the context of statutory periods of limitation. If data are no longer required for compliance with contractual or statutory requirements, they are regularly deleted, unless their limited further processing is necessary for the purposes listed above.