

Model Fair Processing Notice (Privacy Policy)



(Created April 2018)

This notice explains what information Streets Estates Ltd collect, when Streets Estates Ltd collects it and how Streets Estates Ltd uses this. During the course of our activities, Streets Estates Ltd will process personal data (which may be held on paper, electronically, or otherwise) about you and Streets Estates Ltd recognise the need to treat it in an appropriate and lawful manner. The purpose of this notice is to make you aware of how Streets Estates Ltd will handle your information.

Who am I?

Streets Estates Ltd, take the issue of security and data protection very seriously and strictly adhere to guidelines published in the General Data Protection Regulation (EU) 2016/679 which is applicable from the 25th May 2018, together with any domestic laws subsequently enacted.

Streets Estates Ltd is notified as a Data Controller with the Office of the Information Commissioner under registration number [Z3162717] and Streets Estates Ltd is the data controller of any personal data that you provide to us.

Our Data Protection Officer is Michael Griffin.

Any questions relating to this notice and our privacy practices should be sent to Streets Estates Ltd 111 High Street Strood Kent ME2 4TJ Tel:01634730262.

How Streets Estates Ltd collect information from you and what information Streets Estates Ltd collect

Streets Estates Ltd collects information about you:

- From your application for accommodation and properties to purchase
- From your use of the NLA Forms downloaded and completed from the NLA website (*including but not limited to creating tenancy agreements, guarantor agreements, or notice*).
- From your use of the Rightmove and On The Market property portal and any other property portal that Streets Estates Ltd may choose to advertise properties through.
- From your use of referencing agencies used by Streets Estates Ltd (Rent 4 Sure , Home Let) and other referencing agencies that Streets Estates Ltd may choose to use.
- For your contract with Streets Estates Ltd to manage your properties

Streets Estates Ltd collects the following information about you:

- Tenant/ your name, e-mail address, telephone number Date of Birth, address (including any previous addresses), marital status, National Insurance Number, nationality, next of kin, name of university or college where you are studying (if applicable), the name of friends that you are staying with (if applicable);
- Guarantor name, e-mail address, telephone number, Date of Birth, address (including any previous addresses), marital status, National Insurance Number, nationality, next of kin (if applicable);
- Property address; term, rent, deposit, utility and service responsibilities;
- The employment status of tenants and/or guarantors, address, contact details (including email, phone and fax numbers) of the employer/accountant, payroll numbers, length of employment, salary information (including any regular overtime or commission), and any other income received;
- Bank account details of the tenant, including account number and sort code, and any hire purchase/loan agreements/credit cards or store cards that you have; and
- Any welfare benefits that you may be eligible for, or are currently on.

Why Streets Estates Ltd need this information about you and how it will be used

Streets Estates Ltd need your information and will use your information:

- to undertake and perform our obligations and duties to you in accordance with the terms of our contract with you;
- to enable us to supply you with the services and information which you have requested;
- to help you to manage your tenancy;
- to help sell your property;
- to help you purchase a property
- to help you find a property to rent
- to carry out due diligence on any prospective tenant, including whether there is any money judgements against them, or any history of bankruptcy or insolvency;
- to analyse the information we collect so that we can administer, support and improve and develop our business and the services we offer;
- to contact you in order to send you details of any changes to our or supplies which may affect you; and
- for all other purposes consistent with the proper performance of our operations and business.

Sharing of Your Information

The information you provide to Streets Estates Ltd will be treated by Streets Estates Ltd as confidential [and will be processed only by any of third party, acting on my behalf, within the UK/EEA]. Streets Estates Ltd may disclose your information to other third parties who act for us for the purposes set out in this notice or for purposes approved by you, including the following:

- If Streets Estates Ltd enter into a joint venture with or merged with a business entity, your information may be disclosed to our new business partners or owners;
- To carry out due diligence on you as a prospective tenant/ guarantor or buyer, including but not limited to the carrying out of affordability checks, due diligence checks and the obtaining of references from relevant parties, whose data you have provided;
- If you request so, your information shall be disclosed in order to determine if there are any money judgements against you, as the prospective tenant/guarantor, buyer, or to determine if they have a history of bankruptcy or insolvency;
- If you are unable to make payments under your tenancy, your information may be disclosed to any relevant party assisting in the recovery of this debt or the tracing of you as a tenant; and

- In the creation, renewal or termination of the tenancy, your information will be disclosed to the relevant local authority, tenancy deposit scheme administrator, service/utility provider, freeholder, factor, facilities manager or any other relevant person or organisation in connection with this.

Unless required to do so by law, Streets Estates Ltd will not otherwise share, sell or distribute any of the information you provide to Streets Estates Ltd without your consent.

Transfers outside the UK and Europe

Your information will only be stored within the UK and EEA

Security

When you give Streets Estates Ltd information Streets Estates Ltd take steps to make sure that your personal information is kept secure and safe.

Compute data

All data is stored on computer, Encore back office system, and on emails. The third parties we use currently The letting partnership, The National Landlords Association, Rent 4 sure, Home Let. These have their own restricted access. All systems are password protected.

Streets Estates Ltd computer system has password restricted access on main screen and Streets Estates Ltd file.

We share a computer system with Greendeal FS Ltd but these are password protected so have restricted access.

The data is backed up on cloud and on site for security.

There is only one office at present.

Data can be accessed by staff and included in terms of business letter

Paper stored data

Stored in locked filing cabinet in main office as an active files, under property address.

The file is removed to archive section after the property is sold or let.

This is in a locked cabinet in cellar two doors both normally locked.

The only exception is phone numbers, name and address which may be taken on note paper for all types of data providers until entered on system. Stored in drawer over night. The notes pads are shredded when full.

How long we will keep your information

Streets Estates Ltd review my data retention periods regularly and will only hold your personal data for as long as is necessary for the relevant activity, or as required by law (Streets Estates Ltd may be legally required to hold some types of information), or as set out in any relevant contract I have with you. Please see below; Streets Estates Ltd full retention schedule is available at the office;111 High street Strood Kent ME2 4TJ. All data is held for a six year period unless it has been specifically requested to be removed. The exceptions to this are as listed below.

Paper held data

For the duration of the data providers agreement with streets Estates Ltd.

For a data provider shown in this report as a tenant, or landlord their file remains until the first of the following events, specific request from data provider, termination of our agreement and or end of the tenancy for the tenant.

Vendor's data is destroyed within a month of the property sale.

Streets will contact all existing data providers at least every three years to obtain consent.

Computer held data

This is removed after 6 years unless specifically requested in writing by the data provider.

The exception is where the contract or agreement with Streets Estates Ltd and the data provider is ongoing in which case the data is stored for the duration of the data provider's agreement, contract with Streets Estates Ltd.

For a data provider shown in this report as a tenant, or landlord their file remains until the first of the following events, specific request from data provider, termination of our agreement and or end of the tenancy for the tenant.

Your Rights

You have the right at any time to:

- ask for a copy of the information about you held by me/ us in my records;
- require me/ us to correct any inaccuracies in your information;
- make a request to me/ us to delete what personal data of yours I/ we hold; and
- object to receiving any marketing communications from me/ us.

If you would like to exercise any of your rights above please contact Streets Estates Ltd at info@streetsestates.co.uk. Should you wish to complain about the use of your information, Streets Estates Ltd would ask that you contact Streets Estates Ltd to resolve this matter in the first instance. You also have the right to complain to the Information Commissioner's Office in relation to Streets Estates Ltd use of your information. The Information Commissioner's contact details are noted below:

England:

Information Commissioner's Office
Wycliffe House, Water Lane
Wilmslow, Cheshire, SK9 5AF
Telephone: 0303 123 1113
Email: casework@ico.org.uk

Scotland:

The Information Commissioner's Office – Scotland
45 Melville Street, Edinburgh, EH3 7HL
Telephone: 0131 244 9001
Email: Scotland@ico.org.uk

Wales:

Information Commissioner's Office
2nd floor, Churchill House
Churchill way, Cardiff, CF10 2HH
Telephone: 029 2067 8400
Email: wales@ico.org.uk

Northern Ireland:

Information Commissioner's Office
3rd Floor, 14 Cromac Place
Belfast, BT7 2JB
Telephone: 028 9027 8757
Email: ni@ico.org.uk

The accuracy of your information is important to me - please help Streets Estates Ltd keep my/ our records updated by informing Streets Estates Ltd of any changes to your email address and other contact details.