



South West Relocation Property Management
The Stables, Hortham Farm, Hortham Lane
Almondsbury
South Gloucestershire
BS32 4JW
01454 612735
www.southwestrelo.com

TENANTS PRIVACY NOTICE

This notice sets out information relating to the way South West Relocation deal with the personal information of their tenants. The data controller and data protection officer at South West Relocation is:

Shelley Fisher, South West Relocation, The Stables, Hortham Farm, Hortham Lane,
Almondsbury, Bristol, BS32 4JW

01454 612735

The legal basis for our processing of your information is contractual necessity, compliance with legal obligations and legitimate interests.

What information we hold

We hold personal information and sometimes sensitive personal information about our tenants. This could be any combination of the following types of information:

- Full name/previous names
- Spouse/partner details
- Details of dependants
- Next of kin or nominated guarantor details
- Telephone contact details
- Postal contact details (including previous addresses and forwarding addresses)
- Email Address/IP address
- Personal correspondence with our company
- Date of birth
- Copy of photographic and non-photographic identification documents
- Nationality
- Employment details/copy wage slips/copy employment contracts
- Bank account details/copy bank statements
- Details of credit score/history/historical debt
- Car registration plate details
- National Insurance number
- Relevant information relating to health and wellbeing

How is information collected?

All members of staff at South West Relocation collect information in order to carry out their job. Information is collected through several means including:

Recorded phone conversations
Emails
Written correspondence
Leads from online portals such as RightMove
Information submitted through our website
Information submitted through social media
Information submitted to a third party referencing company
Utility companies
Public and government bodies

Why we hold and process information

We process personal information about our tenants and possible new tenants so we can provide residential accommodation. This includes:

- dealing with lettings;
- dealing with applications for tenancies;
- checking suitability for tenancies (including credit, immigration and similar checks);
- managing property;
- collecting rent;
- maintaining our accounts and records; and
- dealing with tenancy deposits

Where we hold information

All information collected by our company is held on our secure servers. It is backed up regularly and both servers and back up servers are located within the UK.

We hold a hard copy of various pieces of information as required by law; these are located within locked cabinets stored in our locked office, located at the above address.

Our computer systems are protected by passwords which are regularly changed and all computers are locked when not in use. Personal information is not left openly on desks within the office, and all loose paperwork is locked in a cabinet each evening.

All computers have up to date anti-virus software installed.

We have a data processing agreement in place with any technicians accessing our database software for the purposes of IT support.

Why we share information with others

We may need to share personal information we process with others. If we have to do this, we will keep to data protection legislation. Depending on the circumstances, we may share information with:

- your landlord, who may be based in the EU or based outside the EU. If it is the latter, we will advise you of this fact;

- other landlords;
- employers;
- educational institutions, universities and colleges;
- suppliers (including gas, electricity and water companies) and service providers;
- financial organisations (including banks);
- credit- and tenant-reference agencies;
- tenancy deposit schemes;
- debt-collection and tracing agencies;
- public and government bodies (including those who deal with benefits and council tax);
- contractors and repairers;
- letting and managing agents; and
- any future owner of the property

This does not mean that we necessarily share information with all of the above but we may do so if we need to.

We have data processing agreements in place with all maintenance contractors to ensure your personal information is protected.

Council tax and utilities and services

To make sure that council tax and utility and service bills (including water charges) are correctly collected, we share information with the relevant local authority and utility or service providers. We also share this information to make sure that bills are sent to the correct person and charges and debts can be collected. By law, in certain areas we have to pass information about who lives in a property to water companies. In all other areas, although this is voluntary, we may pass this information to water companies.

Why we use your personal information

We may use the personal information you give us in a number of ways, for example to decide whether to let the property to you; to prevent fraud, for accounting and auditing purposes, for managing property or for debt collection.

How long we hold your information

We will only hold your personal information as long as we deem necessary or as required by statutory law. After this time, your information will be securely destroyed. We will not contact you using your information for any other reason than your legitimate interests.

Rights under the GDPR as a data subject

Under the GDPR, you have the following rights:

- 1) The right to be informed
- 2) The right of access
- 3) The right to rectification

- 4) The right to erasure
- 5) The right to restrict processing
- 6) The right to data portability
- 7) The right to object
- 8) Rights in relation to automated decision making and profiling

More information on these rights can be found at: <https://ico.org.uk>

Right to gather information

You have the right to ask for a copy of the information that we hold about you. We may make a small charge of £10 plus VAT for this service. We want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove information if this is not accurate. To ask for this information, please write to us or email us.

Right to lodge a complaint

If you feel that as a company South West Relocation have breached the GDPR in the first instance you should contact us to discuss your concerns using the above address. If you feel we have not been able to address your concerns as fully as you would wish, you are able to make a complaint to the Information Commissioners Office at <https://ico.org.uk/concerns/> or 0303 123 1113.