

## **GDPR: DATA PRIVACY NOTICE**

### **1. Why have you been given this privacy notice?**

Roseland Property Capital Limited (RPC) is a "data controller". This means that we are required under data protection legislation to notify you of how we will process your personal data both during your tenancy application, your tenancy with us and after your tenancy has ended. This notice will explain how we collect your personal data, its use, storage, transfer and security. We will also explain what rights you have in relation to how we process your personal data. It is important that you read this notice, together with any other privacy notice we may provide, so that you are aware of how and why we are processing your personal data. This notice does not form part of any contract to provide services. We may update this notice at any time.

### **2. What are our obligations to you in relation to how we process your personal data?**

We are required by law to ensure that when processing any of your personal data that it is:

- Used lawfully, fairly and in a transparent way.
- Collected only for valid purposes that we have clearly explained to you and not used in any way that is incompatible with those purposes.
- Relevant to the purposes we have told you about and limited only to those purposes.
- Accurate and kept up to date.
- Kept in a form which permits you to be identified for only as long as necessary for the purposes we have told you about.
- Kept securely.

### **3. What data do we collect?**

- Personal identification information (name, salutation, addresses, contact numbers, and email addresses ect),
- Date of birth,
- Gender,
- Next of kin and / or Guarantor details,
- National Insurance number,
- Bank account details,
- Income information
- Previous addresses and related information
- Location of employment or workplace,
- Copy of driving licence or passport,
- CCTV footage around the property should you become a tenant,
- Any other information supplied to us during the course of you application or tenancy with us.

### **4. How do we collect your personal data?**

We collect your personal data by a variety of means, mainly provided directly by you.

- You enquire online via our website,
- Register through a third-party website (such as Rightmove),
- Email,
- Phone.

Our Company may also receive your data indirectly from the following sources:

- UK Tenant Data
- Fixflo

Whilst you are a tenant with us periodically we may need to collect additional personal information from you not identified on the above list but before doing so we will provide you with a written notice setting out details of the purpose and the lawful basis of why we are collecting that data, its use, storage and your rights.

## **5. How will we use your personal data?**

For the most part we will use your personal data for one of the following lawful bases:

- a) Where we need to perform the contract we have entered into with you.
- b) Where we need to comply with a legal obligation.
- c) Where it is necessary for our legitimate interests (or those of a third party) and your interests and fundamental rights do not override those interests, such as CCTV images.

There are other rare occasions where we may use your personal data, which are:

- d) Where we need to protect your interests (or someone else's interests).
- e) Where it is needed in the public interest [or for official purposes].

## **6. When will we use your personal data?**

During your application and tenancy and for a short period after the relationship has ended, we will use your personal information for specific purposes. The list below describes the purpose of our processing, the personal data involved (from clause 3 above) and the lawful basis for our processing (from clause 5 above):

- Determining the terms on which you become a tenant,
- Checking your right to rent in the UK,
- When making payments to you,
- Administration related to a contract or AST,
- Dealing with legal disputes involving you,
- Complying with health and safety obligations,
- Contacting utility companies and local councils at the beginning and end of your tenancy.
- Repairing and maintaining the property through third party contractors,
- Prevention or reporting of illegal activities through CCTV monitoring,
- Email or phone you regarding your tenancy or property.

It's possible that some of the grounds for processing will overlap.

## **7. Your failure to provide information**

We will only ask you to provide information which we believe is necessary for the performance of contractual obligations or our associated legal obligations (for example debt recovery, or evictions) If you fail to provide certain information when requested we may not be able to meet our contractual obligations to you or we may not be able to fulfil our legal obligations.

## **8. What happens if we need to use your personal data for a new purpose?**

We will only use your personal data for the stated purposes, unless we consider that there is a need to use it for another reason and that reason is compatible with the original purpose. However, if we consider that it is necessary and reasonable to use your personal data for an unrelated purpose, we will notify you and explain the legal basis which allows us to do so.

There may be circumstances where we have to process your personal data without your knowledge or consent, where this is required by law and in compliance with the above rules.

## **9. Will we share your personal data with third parties?**

In order to meet our legal obligations connected with your tenancy it is necessary to share your personal information with certain third parties (see below). We also need to share your data when we have legitimate business reasons for doing so and where it is necessary in order to draw up contracts or AST.

## **10. Which third party service providers will we share your personal data with?**

The following third-party service providers process personal information about you for the following purposes:

- Credit check agencies to carry out credit checks on prospective tenants and establish future financial performance, we use UK Tenant data
- Landlords and sellers connected to the property you are interested in
- Immigration agency
- Referees to validate the information supplied by prospective tenants
- Fraud prevention agencies if required and permitted by law
- Third party companies to store and record tenancy information
- Other third parties where necessary with the view to perform the contract with you.

We may share your personal information with other third parties, for example in the context of the possible sale or restructuring of the property. We may also need to share your personal information with a regulator or to otherwise comply with the law.

## **11. Third party service providers and data security**

Third party service providers are only permitted to process your personal data in accordance with our specified instructions. They are also required to take appropriate measures to protect your privacy and personal information. We do not allow your information to be used by the third parties for its own purposes and business activities.

## **12. Where we store your personal data**

Electronic versions of your personal information are stored on our system hosted in the UK.

Where we use third party service providers to assist us, your personal information may also be stored in accordance with their practices and procedures. We require third parties to respect your personal information and to treat it in accordance with the law.

Where your data is transferred outside of the EEA, we will take steps to ensure your personal information is adequately protected.

## **13. How do we ensure your personal data is secure?**

We take your privacy and protection of data very seriously. Consequently, we have put in place

appropriate security measures to prevent unauthorised use of your personal data. Details of the measures which are in place can be obtained from our data protection officer. We will notify you and any applicable regulator of any suspected unauthorised use of your personal data.

#### **14. How long will we keep your personal data?**

We will retain your personal data for as long as is necessary to fulfil the purposes for which it was collected for. Details of retention periods for specific purposes are available in our data retention policy which is available from Chris Goggins. When your tenancy comes to an end with our business we will either retain or securely destroy your personal data in accordance with our data retention policy or other applicable laws and regulations.

#### **15. Your duty to inform us of any changes**

In order that we can ensure that the personal data we hold in relation to you is accurate, it is important that you keep us informed of any changes to that data.

#### **16. What rights do you have in respect of how we use your personal data?**

Subject to legal limitations you have the right to:

- **Request access to your data:** You can ask us to provide a copy of the personal data we hold about you.
- **Request corrections to be made to your data:** If you think that your personal data is incomplete, inaccurate you can ask us to correct it.
- **Request erasure of your data:** If you consider there is no lawful basis for us to continue processing your data you can ask for that data to be deleted or removed.
- **Object to the processing of your data:** If our lawful basis for processing your data relates to a legitimate business interest (or third party interest) you can raise an objection to that interest. You can also object to us using your information for direct marketing purposes.
- **Request that processing restrictions be put in place:** If you believe that your information is being processed without a lawful reason or that the information is incorrect you can request that a freeze/restricting is placed on the processing of the information until your concerns are addressed.
- **Request a transfer of your personal data:** You can ask us to transfer your personal data to a third party.

If you wish to exercise any of the above rights, please contact:

Data Protection Officer

Email: [accounts@roselandpc.com](mailto:accounts@roselandpc.com)

Call us: 0161 661 1111

Write to us: 24 Crescent, Salford M5 4PF

#### **17. Privacy policies on other websites**

Our website contains links to other websites. Our privacy policy applies only to our website, so if you click on a link to another website, you should read their privacy policy.

#### **18. Changes to our privacy policy**

Our company keeps its privacy policy under regular review and places any updates on the web page.

This privacy policy was last updated on 8 May 2019

### **19. Will I have to pay a fee?**

You will not be expected to pay a fee to obtain your personal data unless we consider that your request for access to data is unfounded or excessive. In these circumstances we may charge you a reasonable fee or refuse to comply with your request.

### **20. Confirmation of identity**

Whenever you make a request for access to personal data, we may request specific information to confirm your identity. This is usually done to ensure that we are releasing personal data to the correct person.

### **21. Right to withdraw your consent**

If we have asked for your written consent to obtain information, you have the right to withdraw your consent at any time. To withdraw your consent please contact:

Email us at: [accounts@roselandpc.com](mailto:accounts@roselandpc.com)

Call us: 0161 661 1111

Write to us: 24 Crescent, Salford M5 4PF

Once we receive your notice of withdrawal we will cease processing your data unless we have any other lawful basis on which to continue processing that data.

### **22. How to make a complaint**

To exercise all relevant rights, queries or complaints please in the first instance contact our Data Protection Officer on 0161 661 1111, email; [accounts@roselandpc.com](mailto:accounts@roselandpc.com). If this does not resolve your complaint to your satisfaction, you have the right to lodge a complaint with the [Information Commissioners Office](#) on 03031231113 or via email <https://ico.org.uk/global/contact-us/email/> or at the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF, England.