



SPARKS
PROPERTY

01273 744100 | office@sparksproperty.co.uk

FAIR PROCESSING NOTICE

This notice explains what information we collect, when we collect it and how we use it.

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

Who am I?

Sparks Property takes 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 25th May 2018, together with any domestic laws subsequently enacted.

We strive to make sure data is used, fairly, lawfully and securely. We are transparent with the purposes of what we use and is kept for no longer than necessary. We do not use your data to send you marketing communications.

Our Data Protection Officer is Carolyn Sparks: carolyn@sparksproperty.co.uk

Any questions relating to this notice and our privacy practices should be sent to office@sparksproperty.co.uk

How we collect information from you and what information we collect

We collect information about you:

- From your application for accommodation

We collect the following information about you

- Full names, e-mail addresses, telephone numbers, date of birth, marital status, nationality, employer, salary, length of employment;
- Guarantor name, e-mail address, telephone number, date of birth, address, marital status, nationality, employer, salary, length of employment;
- Property address, term, rent, deposit, utility and service responsibilities;
- Employment status of tenants and guarantors;
- Bank account details of the tenant, including account details and sort code.

Why we need this information about you and how it will be used:

We 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 you have requested;
- To help you manage your tenancy;
- To carry out due diligence on any prospective tenant, including whether there are any money judgements against them, or a history of bankruptcy or insolvency;
- To analyse the information we collect so that we can administer, support and improve and develop the business and the services we offer;
- To contact you in order to send you details of any changes in our 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 us will be treated as confidential and will be processed only by any third party, acting on my behalf, within the UK.

We may disclose your information to other third parties to act for us for the purpose set out in this notice, or for purposes approved by you, including the following:

- To pass on to our approved contractors so they can carry out repairs, upgrades, or safety checks on the property;
- Upon your signed consent to pass onto Tenant Shop, our approved partner, to help assist your move into our property
- To carry out due diligence on you as a prospective tenant/guarantor, including but not limited to the carrying out of affordability checks, due diligence checks, and 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, or to determine if you/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 dept 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, managing agent, facilities manager or any other relevant person or organisation in connection with this.
- To pass on to our approved letting agents to arrange viewings on the property when you give notice;
- To provide references to third parties upon your request.

Unless required to do so by law we do not share, sell or distribute any of the information you provide us without your consent.

Transfers outside of the UK and Europe

We are using GIACOMS Office 365 hosting. No personal data is transferred outside of Europe. The servers are mainly UK based but also Ireland and the Netherlands. Our backups go to One Drive2 which is part of the Business Office 365 hosting and therefore also secure within Europe.

Security

When you give us your information we take steps to make sure that your personal information is kept secure and safe. The database holding these details is password protected for employees of the company only. Information on paper is kept in locked filing cabinets with access only to employees of the company only.

How long will we keep your information?

Any information paper, electronically or otherwise is destroyed after the recommended 6 years. This is purely for accounting purposes.

We review the data retention periods regularly and will only hold your personal data for as long as necessary for the relevant activity, or as required by law.

Our full retention schedule is available at: www.sparksproperty.co.uk

Your Rights

You have the right at any time to:

- Ask for a copy of the information held about you by us;
- Require us to correct any inaccuracies in your information;
- Make a request to us to delete what personal data of yours we hold.

If you would like to exercise any of your rights above please contact us at: office@sparksproperty.co.uk

Should you wish to complain about the use of your information, we would ask that you contact us to resolve the matter in the first instance. You also have the right to complain to the information Commissioners Office in relation to our use of your information.

Their details are noted below:

Information Commissioners Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Email: casework@ico.org.uk **Telephone:** 03031 231113

The accuracy of your information is important to us-please help us keep our records updated by informing us of any changes to your email address and other contact details.