

ORCHARDS ESTATES SOMERSET LIMITED

LETTINGS DEPARTMENT

GDPR AND PRIVACY POLICY

In accordance with the General Data Protection Regulation (GDPR), Orchards Estates Somerset Limited are registered with the Independent Commissioners Office and we comply with Data Protection Laws. This privacy policy to inform you, our customer, of the types of data we process about you.

DATA PROTECTION PRINCIPALS.

Under GDPR, personal data held by us must follow the core principals here in.

1. Processing is transparent, fair and lawful.
2. Data collected is for legitimate and specific purposes.
3. Data collected is relevant to and limited to what is required for the purpose of processing.
4. Data will be kept up to date and rectified were inaccurate as soon as possible.
5. Data is processed in a way that ensures that the correct security of personal data including accidental loss, destruction or unauthorised use is dealt with using appropriate technical or organisational measures.
6. GDPR procedures are complied with for the transferring of personal data internationally.

GENERAL ENQUIRIES FROM PROSPECTIVE TENANTS

When you make a general enquiry with us, we take some basic details to ensure we can correctly match you to a property. This will be your contact details (address, email and telephone number), a general description of your employment, your annual salary, your partners/housemates name, the number of occupants and their ages (for example children) and details of any pets you may have. This information will be shared with the Landlord of the property you are enquiring about. Employees of Orchards Estates Somerset Limited will access and use your data to contact you about your enquiry. This data is held on a private and secure computer based electronic record keeping system. If you ask us to notify you of any other properties that become available to view, then we will use this information to email you until you tell us to cease communication.

TENANT REFERENCING

Orchards Estates Somerset Limited collect personal data from you regarding where you have lived and your financial circumstances. This information is collected by a referencing questionnaire and will supplement any information you have already provided to us through your initial contact. This information is collected to satisfy industry best practice which requires us as letting agents to undertake suitable referencing on prospective tenants wishing to commence tenancies in rental properties that Orchards Estates Somerset Limited manage. The information provided to us will be used to carry out a credit check. Your current landlord (or letting agent) will be contacted to verify your tenancy. This data may also be shared with your landlord of the property that you are being referenced for.

If we require proof that as a tenant you have the right to rent a property in the UK, we will need to keep a copy of your Passport on file.

Alternatively, Orchards Estates Somerset Limited may elect to use a third-party referencing service – this will be a specialist service operating within the lettings industry who hold suitable accreditation and compliance standards.

Your data will not be shared with other parties or organisations without your consent.

TENANTS IN RENTAL PROPERTIES

For tenants in our rental properties we have a legitimate interest and a legal obligation to share your information with the local authority, utility firms and tradesmen (so they can contact you to arrange access for maintenance tasks). Your data will not be shared with anyone else other than for the purposes of maintaining your rental property and assisting the landlord to fulfil their contractual obligations to you under the terms of the tenancy agreement.

All of our rental payments are processed through our secure Payprop CRM system. If you wish to opt of the notifications from Payprop please let us know by emailing lettings@orchardsestates.com

LANDLORDS

We keep landlord's information in our secure and private computer-based system. Landlord's information is not shared with third parties other than for purposed detailed in the opening paragraphs of this statement. Should we provide services to you then we will need to provide your information to utility firms and tradesmen (so they can contact you to arrange access for maintenance tasks).

As a letting agent Orchards Estates Somerset Limited act on behalf of landlords and as a general rule, we therefore share data in a manner that a landlord would expect us to do in order to manage and maintain rental properties.

FINANCIAL INFORMATION

In order to collect rent and transfer rent to the appropriate parties, we retain minimum bank details to allow BACS transfers to be processed. This information is requested specifically from you when required. We do not keep or retain any other financial information (for example Credit Cards). We use a secure cloud-based system provided by a third party (compliant with Data Protection Laws) for invoicing, and a minimum of personal data is kept in this system,

You have the right to request your data at any time.

COMPLAINT PROCEDURE

If you believe your data rights have been breached in anyway by Orchards Estates Somerset Limited you are able to speak to our appointed compliance officer Mrs Alexandra Beaufoy, telephone 01935 277 977 or email info@orchardsestates.com

Should you wish to raise this directly to the Information Commissioner (ICO) they can be contacted at Information Commissioner`s Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Telephone 0303 123 1113.

Data will be held in accordance with HMRC, AML and ICO requirements.