

Screetons Personal Data Privacy Notice

This notice explains what information we collect, when we collect it and how we use this. 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 will handle your information.

Who are We?

Screetons Estate Agents at 25 Bridgegate, Howden, East Yorkshire, DN14 7AA. We 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.

We are notified as a Data Controller with the Office of the Information Commissioner under registration number Z7323606 and we are the data controller of any personal data that you provide to us.

Our Data Protection Officer is **Helen Taylor**

Any questions relating to this notice and our privacy practices should be sent to, **Screetons, 25 Bridgegate, Howden, DN14 7AA or howden@screetons.co.uk.**

We collect information from you and what information We collect

We collect information about you:

- From your application for accommodation
- From telephone calls when engaging in our sales & lettings services
- From face to face meetings within our offices when engaging in our sales & lettings services
- From relevant Identification Documents being sent
- From online/property portal enquiries
- From email correspondence when engaging in our sales & lettings services
- When you instruct us to market a property
- When you appoint us to manage a rental property

We collect the following information about you:

- Prospective tenants and/or guarantor names, email address, date of birth, address including any previous addresses, relationship to other prospective tenants, employment status, marital status, National Insurance Number, nationality.
- 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 and prospective tenants, 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.
- Prospective vendors/Landlords names, addresses, emails, telephone numbers and date of birth.
- Prospective buyers names, addresses, emails, telephone numbers and date of birth.
- Identification documents for vendors, landlords, buyers and tenants.

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 which you have requested;
- to help you to manage your tenancy, sale or purchase.
- to carry out the necessary due diligence, including AML checks, KYC screening, credit checks (if applicable) on any prospective tenant and/or guarantor, vendor/landlord or buyer, including whether there is any money judgements against them, or any history of bankruptcy or insolvency;
- To financially qualify any purchaser of a property.
- to contact you in order to send you details of any changes to our suppliers 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 by us as confidential and will be processed only by any third party, acting on our/your behalf, within the UK/EEA.

We 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:

- To carry out due diligence on you as a vendor/landlord, buyer, prospective tenant/guarantor, 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, 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 providers, freeholder, factor, facilities manager or any other relevant person or organisation in connection with this.
- For Vendors and buyers we will share information with solicitors appointed to handle any conveyancing or other legal matter.
- If agreed information may be shared with our financial services department Mortgage Advice Bureau.
- Tenants details will be shared with any contractors/tradespeople we use to carry out works/repairs etc.
- Regulatory bodies such as local authorities, public and government bodies, any ombudsman or redress scheme or accreditation or similar scheme of which the agents is a member in connection with their regulatory functions.
- A taxation authority such as H M Revenue and Customs or local authority in respect of Council Tax.
- Existing or previous landlords or a former or present employer or prospective landlords regarding references.
- Police or other law enforcement agencies.
- Any adjudicator or body administering any tenancy deposit scheme protecting the deposit.
- Any surveyors/valuers to carry out independent surveys or mortgage valuation's.

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

Transfers outside the UK and Europe

Your information will only be stored within the UK and EEA.

Security

When you give us information we take steps to make sure that your personal information is kept secure and safe. We use security measures designed to protect your information from unauthorised access, unlawful processing, accidental loss, destruction, or damage. We also recommend you take care when sending information (e.g. avoid sending confidential information over unprotected email).

How long we will keep your information

We review our 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, or as set out in any relevant contract we have with you. We take steps to delete or de-identify information when it is no longer needed.

Our full retention schedule is in line with Government guidelines for Estate Agents.

Your Rights

You have the right at any time to:

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

If you would like to exercise any of your rights above please contact us at **howden@screeetons.co.uk**

Should you wish to complain about the use of your information, we would ask that you contact us to resolve this matter in the first instance. You also have the right to complain to the Information Commissioner's Office in relation to our 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
Queen Elizabeth House, Sibbald Walk
Edinburgh, EH8 8FT
Telephone: 0303 123 1115
Email: Scotland@ico.org.uk

Wales

Information Commissioner's Office
2nd floor, Churchill House
Churchill way, Cardiff, CF10 2HH
Telephone: 0330 414 6421
Email: wales@ico.org.uk

Northern Ireland:

The Information Commissioner's Office – Northern Ireland
10th Floor, Causeway Tower
9 James Street South
Belfast, BT2 8DN
Telephone: 0303 123 1114
Email: ni@ico.org.uk

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.