



PRIVACY NOTICE

THIS PRIVACY NOTICE IS FOR: LANDLORD CLIENTS, TENANTS & APPLICANTS, VENDORS, BUYERS & APPLICANTS, INVESTORS & THIRD PARTY SUPPLIERS.

DATE: 14/12/2021

DATA CONTROLLER:

Vision Properties Limited

Head office:

29 Cross Green Lane, Leeds, LS9 8LJ

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info@vision-properties.co.uk

DATA PROTECTION OFFICER:

Nathan Hemming

0113 244 0251

nathan@vision-properties.co.uk

What this Notice is about

This Privacy Notice tells you what information we obtain and hold about you - it explains what information we collect, why we collect it and what we do with it, as well as who we share it with.

We call this information “your information”. It is also referred to as “data”.

Where this notice is given to more than one person it is given to each of you separately.

You should read this notice when you give us information so you are aware of how and why we are using this. Please update us if any information supplied by you changes.

Why we are giving you this notice

We are required by data protection law to give you this notice. We must be open with you about why information is collected about you and then what is done with it. We must act fairly in relation to this information. You have various legal rights relating to this information which are spelt out in more detail in this Notice.

Different information will be involved depending on whether you are a landlord client, tenant, applicant, vendor, buyer, investor or third party supplier.

In order that we can collect or use information about you there must be a legal basis or gateway for doing so. This Notice identifies the relevant gateway for the various types of information we collect and hold about you. A detailed explanation of these gateways is given in this Notice.

Under data protection legislation we can only process data “as necessary” and only to the extent that it is needed. For example, we can use your bank details regarding payments and other limited purposes only. However, in certain instances, as necessary, we can share any of your data, e.g. with our own professional advisers or letting and managing agents. We may also share any of your data, as necessary, with the police/law enforcement agencies or regulatory authorities.

References to a tenant in this Notice also include a guarantor if there is one. This is because a guarantor underwrites a tenant’s obligations so references to your tenancy are to include your guarantee.

Your information

For each of the consumers and businesses we interact with:

- the data we collect/hold;
- who collects the data;
- how the data is collected;
- the purpose for which the data is collected;
- who we share the data with and
- the basis for processing the information

is shown in the tables in Appendix 1:

Table 1 – Landlord Clients

Table 2 – Tenants & Applicants

Table 3 – Vendors

Table 4 – Buyers & Applicants

Table 5 - Investors

Sharing data with others

We will share information we hold with others, where this is necessary. When we do this, we must comply with data protection legislation. The information we share is set out in the tables in Appendix 1.

Special categories of data/sensitive personal data

In limited situations we will process information about your health or any disability. This data is given special protection under data protection law. Normally we would expect to ask you for your explicit consent before we collect or use this kind of data.

Children

In cases where you rent a property where a child resides, information will be given to us about resident children; usually by an adult such as a parent on their behalf. Data protection law requires us to give such information additional protection where we collect or use it. In particular, where the rented property is located in England, we need to check on the age of any residents to see whether or not an immigration/right to rent check must be carried out.

Why we collect data and the legal basis for processing your personal data

We must tell you why we collect and hold information about you.

We must also have a legal basis before we are allowed to collect or process your personal data. Processing personal data includes recording, storing, altering, using, sharing or deleting data. We only need one of these “gateways” and for our purposes they are:

- You consent. Consent may be requested in certain cases, e.g. if you are a tenant in order to obtain a reference, but generally we do not rely on your consent to process your personal data.
- To perform our contract so that we can carry out our responsibilities.
- Compliance by us with a statutory or other legal obligation.
- Where this is in your vital interests, e.g. if there is a life-threatening situation.
- Where we are pursuing our own legitimate interests or those of a third party. This will not apply if our interests are overridden by your interests or your fundamental rights and freedoms. We must carry out a balancing exercise therefore to decide whether we can rely on this gateway to ensure that it applies. In each case we have done this and we do not consider your interests, rights or freedoms outweigh our own or those of the third party concerned.

The legal basis for processing your personal data is set out in the tables in Appendix 1.

Storage and security of data

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal data on our instructions and they are subject to a duty of confidentiality.

All our information is stored securely electronically on servers or devices. Certain information is also retained on a secure basis in hard copy format.

Telephone calls

To protect our legitimate interests, all telephone conversations are recorded electronically for monitoring and to ensure that we have a record of what is said.

Holding data outside the European Union

Our email account and web provider is Microsoft Office 365. Our email account is web based. Providers store related data internationally and not necessarily within the European Union. The recipient of this data is the provider concerned. You need to refer to the provider concerned to determine if they have the required clearance (adequacy

decision) from the EU authorities or whether or not, instead, there is an agreement containing appropriate and suitable safeguards and to obtain a copy of this agreement.

Your rights

Where we hold personal data about you, you are the data subject. Data protection legislation gives you a number of rights. To exercise any of these rights you should contact us. You can do so by email at the address given above or you can telephone us on the number given above. You can also write to us at our address given at the top of this Notice. Normally no fee is payable.

In particular, you have a right to object to the processing of your information where we are processing this in our own legitimate interests or those of someone else. This applies if you feel that this impacts on your own interests or your fundamental rights or freedoms.

These rights are as follows:

- Access – you have the right to make a request to be told what personal data we hold about you. This is a right to obtain confirmation that data has been processed and to have access to your personal data and the right to information details which should be provided with the privacy notice.
- Correction/Rectification – if you consider any data we hold about you is inaccurate you can tell us so that where appropriate this can be corrected. Where a mistake is made in data processing then you can ask to have it rectified. Any third parties who have received the data from us should then be told of the rectification and you should be informed by us of any such third parties.
- Erasure – you have a right to ask us in certain circumstances to erase any data we hold about you (the so called right to be forgotten). Individuals can request the right to have personal data erased to prevent processing in specific circumstances, i.e. it is no longer necessary, consent has been withdrawn, there is an objection and where applicable your rights etc., override the legitimate interests to continue our processing, or data has been unlawfully processed.
- You can object to our processing of data – this allows you to object to our processing of data about you. We must then stop processing data unless we can establish legitimate reason for continuing. In particular this applies where we are

relying on our own legitimate interests or those of a third party to process data but it can also apply in other situations.

- Restricting processing – you can ask us to suspend processing of your personal data and we must then restrict processing of data. This includes where you are contesting the accuracy of a statement or the lawfulness of the processing.
- Data portability – this allows individuals to reuse their personal data for their own purposes across different services allowing them to move, copy or transfer personal data more easily.

Withdrawal of consent

Where your consent provides us with the legal gateway to process data about you, you can withdraw this at any time by telling us by email or post using the telephone/addresses given above.

Complaints

We operate our own internal complaints policy and if you have any concerns about the way in which we collect or handle data please contact us.

Additionally, you have the right to lodge a complaint with the Supervisory Authority who is:

Information Commissioner
Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
www.ico.org.uk

References

This Privacy Notice has been compiled using the Residential Landlords Association (RLA) template (2018).

APPENDIX 1

Table 1 – Landlord Clients

Table 2 – Tenants & Applicants

Table 3 – Vendors

Table 4 – Buyers & Applicants

Table 5 - Investors