The Gray House Lettings & Property Management Limited

PRIVACY NOTICE

If you use any of our professional services we will need to collect, record and use your personal data in order to provide the best possible service to you and fulfil any contractual or legal obligations.

We will always explain clearly what data we are collecting about you and why. We will only collect data which is relevant and necessary.

This Privacy Notice tells you what to expect when The Gray House collects personal information. It applies to information we collect about Tenants and Landlords.

What information will we ask for and what will we do with it?

For Landlords and Prospective Landlords - when you enter into an agreement with us we will ask you to provide to us the personal information described below, which we will need to provide you with the high-quality service you require, to ultimately facilitate the successful rental and/or property management services.

- Names and addresses
- Contact telephone numbers
- Email addresses
- Personal identification information and documentation
- Bank details
- Mortgage information
- Accountant details
- Deposit Scheme Number
- Information about the property
- Rent Smart Wales Registration number or licence
- Emergency Contact Details
- Details of your preferred contractors

For Tenants and Prospective Tenants -
By entering into a tenancy agreement or a proposed tenancy agreement with our landlord we will ask you for the personal information described below, which we will need to provide you with the high-quality service you require, to ultimately ensure your residency runs smoothly.

- Names and addresses
- Date of birth / NI number
- Contact telephone numbers
- Email addresses
- Personal identification information and documentation
- Bank details
- Occupation and employer details
- Details of your annual income which we may request is supplemented by bank statements and/or payslips
- Details of any Bankruptcy, IVAs or CCJs
- Details of a guarantor, next of kin and any other relevant people
- Post tenancy contact details

In all cases we will hold your personal information securely within our secure digital software, managed by an independent IT company.

Who will your information be shared with?

We will provide it to others only where it is required and as outlined below, or in accordance with your stipulated wishes. Specifically, we will hold and use your information in the following manner:-

Identification Details – We may hold copies of your photographic identity documents and at least one document that confirms your home address. This is required to protect our position and look after your interests. It assists us to ensure we are dealing with the owners of the property and we are not becoming involved in any money laundering situation and complies with money laundering regulations. This will never be passed to third parties unless required for a criminal investigation.

Prospective Tenants – No personal information relating to the landlord will be passed to any potential applicant. Basic information about your property will be provided to anyone who makes an enquiry about potentially viewing or letting your property. This information will include the property details we produced and any information you provide to us in a property information questionnaire.

Viewings – We will organise viewings on your behalf, to suit you, the viewer and any tenant who may be residing at the property. Where we are conducting the viewing for you, it is important that you (or any tenant) check the property prior to the viewing to ensure that any personal information you would not wish a viewer to see is removed. We do not pass any personal information relating to the landlord to anyone viewing a property.

Tenancy Application Forms – This information is required in order for the landlord to make an informed decision on the outcome of the application. We do not pass your contact details to the landlord. The landlord is advised that they must treat your information with confidence, store it securely and not use if for any other purpose other than the tenancy. They are reminded to delete it when it is no longer required.

Tenancy Applicants – We will deal with applicants to ensure we provide you with appropriate information to decide on the acceptability of the applicant. This will involve providing you with relevant and necessary personal information about the applicant. The applicants are fully informed about what information is provided to you. You must ensure that you treat any information we provide to you as confidential and it must not be passed on or shared with any other person or business or used for any purpose other than the tenancy. Additionally, you must delete it when it is no longer required.

Negotiating with prospective tenants – We may negotiate with prospective tenants. This process will involve providing potential tenants with relevant information to facilitate a successful negotiation and allow them to make an informed decision, only where the landlord is happy for us to do so. No information will be passed which may prejudice the negotiation process.

Tenancy Agreements and other related documents – Once a tenancy is agreed we will provide a copy of the tenancy agreement and any other related documents to our client, the landlord. This is required for the purposes of the contract.

Tenants – Once a tenancy is agreed we will provide the tenant with your personal contact information if you have entered into a let only contract as there is a legal requirement to do this. If you are entering into a managed let, we will provide only your name to the tenant.

Welsh Water, Utility Suppliers and Council Tax – The tenant is hereby notified that their details will be shared with Welsh Water in accordance with current legislation. We will provide your details to the appropriate utility suppliers, as and when it is required in order to ensure correct billing from the suppliers. This is in the legitimate interest of both landlord and tenant.

Contractors / Sub-Contractors – We may sub-contract out some of the services we provide to you under this agreement such erection of TO LET boards, inventory services and property inspections during tenancies. We may use sub-contractors to carry out maintenance or repair work on the property. We hold a list of preferred contractors who we use to provide services at the property we are marketing and/or managing. If you report an issue with the property, your name, address and contact details will be passed to an appropriate approved contractor. All our approved contractors have signed an agreement in relation to the lawful processing of your information. If the landlord wishes to use their own contractor with whom we do not have an agreement with, we will undertake a telephone questionnaire with the contractor before any personal information is passed, in order to ensure that they treat your personal information appropriately and lawfully. We may obtain estimates / quotes for work from our preferred contractors and we will instruct them to carry out work on your behalf. To do this we will provide the appropriate personal information they need to provide the required services such as Tenant contact details for the purposes of arranging access. All our contractors are party to a Data Processing Agreement which ensures compliance with the General Data Protection Regulation.

How long will we keep your information for?

If you enter into a contract with us, we will retain the personal information we hold shall be kept for no longer than is necessary for the purposes for which it is being processed.

If you do not enter into a contract with us, your information will be deleted after six months. We will keep your email address on any of our mailing lists, should you request this.

In all cases we will hold your personal information securely within our secure software, managed by an independent IT company.

Who will your information be shared with?

We will provide it to others only where it is required and as outlined below, or in accordance with your stipulated wishes.

Specifically, we will hold and use your information in the following manner -

We may ask you if you would like us to add your details to any of our mailing lists so that we can send you information regarding other relevant services you may be interested in. You will be able to unsubscribe to these emails at any time by clicking on the link within the email, or contacting a member of our lettings team.

Visitors to our website

Our website uses Cookies. You can read more about how we use Cookies in our Cookie Policy.

The website may contain links to other websites. Please note that we have no control over how your data is collected, stored, or used by other websites and we advise you to check the policies of any such websites before providing any data to them.

The rights you have in relation to your data
You have the following rights in relation to data held about you:

- A right to be informed about our collection and use of personal information;
- A right of access to the personal information we hold about you;
- A right to rectification if any personal information we hold about you is inaccurate or incomplete;
- A right to ask us to delete any personal information held about you unless we are obliged to retain the information for other legal reasons;
- A right to restrict or prevent the processing of your personal information;
- A right to data portability (obtaining a copy of your data to re-use with another service or organisation);
- A right to object to the use of your data for particular purposes.

If you wish to exercise any of these rights, please contact us on info@thegrayhouse.co.uk or by telephone on 029 2069 2222. You may be asked to provide proof of identity.

Storage of your Data

Your data will only be stored in the UK. Our servers are based in the UK.

Changes to our Policies

We recommend that you check this page regularly to keep up-to-date, as we reserve the right to amend this Policy from time to time.

Complaints

If you have any cause for complaint about our use of your personal data, please contact us at info@thegrayhouse.co.uk or by telephone on 029 2069 2222 to request a copy of our complaints procedure. We will address your concerns and attempt to solve the problem to your satisfaction. You also have the right to lodge a complaint with the Information Commissioner's Office – **www.ico.gov.uk**. For further information about your rights, please contact the Information Commissioner's Office, or your local Citizens Advice Bureau.

Identity of Data Controller

The Data Controller is Mr Keith Barber (Director)

Regulatory & Membership Information:

Property Redress Scheme (PRS): Membership Number - PRS022329
Client Money Protection (CMP): Company No. C0133497 (through Propertymark)
Information Commissioner's Office (ICO): Registration No. ZA761813
Rent Smart Wales: Licensed Agent: LR-79098-87845

Registered Office Address

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