



Burton Ford Property Services

Privacy Policy

The purpose of this privacy policy is to give you a clear explanation about how **Burton Ford Property Services (BFPS)** uses personal information we collect from/about you when:

- You register your interest in a rental property either by phone, SMS messaging, email, in person, via our website or social media
- You pass Tenants/Landlords/Letting Agents/Supported Housing Officers details to us for services that we provide

BFPS will not pass on your information to any other person except when we believe the law requires or as set out in the Privacy policy.

It is important that that you read this policy in full to understand what information we hold about you and how we may use it. How you can access, update and delete your personal information. By registering in the ways mentioned above, to use the services provided by **BFPS** you will be deemed to consent to our use of your personal information in the ways indicated below.

Who are we and how can we be contacted

We are Burton Ford Property Services and can be contacted in the following ways:

- Post BFPS 7 Fairfield Terrace, Peasedown St John, Bath. BA2 8HL
- Email enquiries@burtonfordpropertyservices.co.uk
- Phone 07989 308498

From whom might we collect personal data

- Potential/current Tenants and their family members if applicable
- Landlords
- Supported Housing Officers
- Letting Agents
- Estate Agents
- Other Outsourcing companies

What type of personal data might we collect

BFPS may collect and hold the following information about you:

- Full names
- Full address and previous address's
- Email address

- Telephone numbers
- Employers/University details
- Bank and account details
- Date of Birth
- Marital status
- Copy of your Passport/Biometric Residence Permit
- Birth certificate
- Names and ages of children if applicable

Information you provide us such as when you complete an application form, guarantor form, Landlords contract, or booking any of the services we provide.

How might we use your personal data

BFPS may use your personal data for the following purposes:

- To allow us to send information to you when managing enquiries on and off line
- To deal with any requests
- To allow us to administer your records
- To allow us to contact you for requested services
- To make products and service improvements to BFPS
- To keep you informed of new features and products available from BFPS

With whom might we share your personal data

We may share your data with the following bodies:

- Landlords
- Letting/Estate Agents
- Referencing companies
- Supported Housing Officers
- Accountants
- Landlord Tap (Water suppliers online register)
- Government approved deposit schemes
- Councils
- Law firms
- Maintenance contractors
- Mortgage companies when Landlords initially let the property and/or when they re-mortgage

BFPS will never sell your personal data to any third party.

We will never disclose your personal data to any third party except when required by law.

We will only disclose your personal data as stated in this privacy policy and after requesting, in writing, for your permission.

Once we have received the information we will use strict procedures to prevent unauthorised access.

How do we hold your personal data

BFPS holds your data on file in the following formats:

- Microsoft One Drive – online cloud storage that is security password protected
- Our office computers that are security password protected
- Portable hard drives (for back up) that are locked in a filing cabinet within our office
- Mobile phone – Finger print and password protected
- Paper files in locked filing cabinet within our office

For how long do we hold your personal data

BFPS only keep your information for as long as necessary. We generally keep personal information for 7 years after last contact with you. BFPS will remove your personal information from all formats when requested by you.

Our Legal basis for processing your information

To allow us to:

- Contact and communicate with you in regard to services you request from us
- Carry out services booked by you
- Process the application and contract for renting a property through us
- Reference potential tenants and their guarantors, if required for the purpose of lettings and management
- Provide, administer and communicate with you about changes in Legislation
- Communicate with you regarding day to day property management

How can you update your personal information

You can contact BFPS and we will be able to update your records on our data systems. You can do so by contacting us at dataprotection@burtonfordpropertyservices.co.uk

Please let us know if the personal information we hold about you needs to be updated or corrected

What are your rights of access to your personal data

You have the following rights under the General Data Protection Policy (GDPR) 25th May 2018

- **Right to be informed** – You have the right to be informed about the collection and use of your personal data
- **Right to access** – You have the right to request details of the information we hold about you and what we use it for
- **Right to rectification** – You have the right to have inaccurate personal data rectified, or completed if it is incomplete
- **Right to erasure** – You have the right to have all your personal data erased from all our storage devices

- **Right to restrict processing** – You have the right to request the restriction or suppression of your personal data
- **Right to data portability** – You have the right to obtain from BFPS, and reuse, your personal data for your own purposes across different services
- **Right not to be subject to automated decision making including profiling** – (making a decision solely by automated means without any human involvement; and profiling - automated processing of personal data to evaluate certain things about an individual)
- **Right to object** - You have the right to object to:
 1. Processing based on legitimate interests or the performance of a task in the public interest/exercise of official authority (including profiling);
 2. Direct marketing (including profiling); and
 3. Processing for purposes of scientific/historical research and statistics

Personal data provided to BFPS for the reasons listed above are considered essential to the services we provide. However, should you desire to withdraw your consent to this at any time, or you wish to contact us regarding “Your Rights” you may do so in writing by either

Emailing us at: dataprotection@burtonfordpropertyservices.co.uk

or by post at: Burton Ford Property Services 7 Fairfield Terrace, Peasedown St John, Bath. BA2 8HL

BFPS will apply your preferences going forward. Doing so may mean that you cannot take advantage of the products and services that are on offer from BFPS

If you have concerns or are not happy with the way in which we have processed or dealt with your information, you have the right to complain to the Information Commissioners Office. Further details about how to complain can be found at <https://ico.org.uk/concerns>

Changes to our Privacy Policy

BFPS will regularly review, and where necessary, update our privacy policy. It is therefore recommended you review this policy at regular intervals, which will be available on our website. This policy was last updated on 20th April 2018.