

# Privacy Statement

**Wise Owl Property** are committed to protecting and respecting any personal information you share with us.

This statement describes what types of information we collect from you, how it is used by us, how we share it with others, how you can manage the information we hold and how you can contact us.

We will always give you the option not to receive marketing communications from us. We will never send you unsolicited 'junk' email or communications or share your data with anyone else who might. We do not sell your information to third parties, but we do work closely with selected partners who help us to provide you with the information, products and services that you request from us. For example, the contractors who provide property maintenance on our behalf.

The contents of this statement may change from time to time, so you may wish to check this page occasionally to ensure you are still happy to share your information with us. Where possible, we will also contact you directly to notify you of these changes.

This version of our Privacy Statement is live from 24<sup>th</sup> May 2018.

## What information do we collect?

We collect information about you when you engage with our website or make enquiries and applications. We only collect information which is necessary, relevant and adequate for the purpose you are providing it for.

The information we collect includes some or all the following:

1. Name (including title) and previous names;
2. Address;
3. Telephone numbers;
4. Date of birth;
5. Nationality;
6. Email address;
7. National Insurance number;
8. Previous addresses;
9. Next of kin details (including phone numbers and email addresses)
10. Employment and employer records;
11. Bank account details;
12. Details of any transactions between you and us.

13. Any information within correspondence you send to us.

## How do we use this information?

Wise Owl Property will only process information that is necessary for the purpose for which it has been collected. You will always have the option not to receive marketing communications from us (and you can withdraw your consent or object at any time). We will never send you unsolicited 'junk' email or communications or share your personal information with anyone else who might.

There are various ways in which we may use or process your personal information. We list these below:

### Consent:

Where you have provided your consent, we may use and process your information to:

1. Contact employers, previous landlords and reference agency's for the purposes of referencing.
2. To share your personal information with our recommended third party partners, so that they can contact you with marketing information about their products and services (we will, of course, give you details about these third parties before you give your permission for us to send information to them).

You can withdraw your consent at any time by contacting us at [info@wiseowlproperty.co.uk](mailto:info@wiseowlproperty.co.uk) or in relation to any marketing messages you receive, by using the unsubscribe option included in those messages.

### Contractual performance

We may use and process your personal information where this is necessary to perform a contract with you and to fulfil other transactions entered into with us.

### Legitimate Interests

We may use and process your personal information as set out below where it is necessary for us to carry out activities for which it is in our legitimate interests as a business to do so. Some examples of this are;

- passing the names of new tenants to utility companies
- seeing references which were provided to letting/managing agents
- disclosing details of a tenant who has left leaving rent arrears to a tracing agent or debt collector to help them recover money owed
- passing on forwarding addresses of former tenants to utility companies

- providing tenant's contact details to repairers in work needs to be carried out
- notifying other joint tenants of any rent arrears owed by another tenant
- informing the guarantor where the tenant has failed to pay rent

### Legal Obligation

We may process your personal information to comply with our legal requirements (for example to comply with the 'Right to Rent' legislation).

### Vital Interest

Sometimes we will need to process your personal information to contact you if there is an urgent safety issue.

## **How do we share this information?**

We do not sell your information to third parties, but we do work closely with third party suppliers who fulfill business activities for us (like property maintenance)

We do not sell your information to third parties. However, we may from time to time disclose your information to the following categories of companies or organisations to which we pass the responsibility to handle services on our behalf: property maintenance , tenant referencing, utility companies, our legal and other professional advisors.

We take steps to ensure that any third party partners who handle your information comply with data protection legislation and protect your information just as we do. We only disclose personal information that is necessary for them to provide the service that they are undertaking on our behalf.

There may be some instances where your information is processed or stored outside of the EU. In those instances, we will ensure that appropriate safeguards are in place for that transfer and storage as required by applicable law.

## **How long do we keep your information for?**

We will not hold your personal information in an identifiable format for any longer than is necessary. If you are a customer or otherwise have a relationship with us we will hold personal information about you for a longer period than if we have obtained your details in connection with a prospective relationship.

We do not retain personal information in an identifiable format for longer than is necessary.

If we have a relationship with you (e.g. you are a customer), we hold your personal

information for 6 years from the date our relationship ends. We hold your personal information for this period to establish, bring or defend legal claims.

Where we have obtained your personal information following an we hold your personal information for 1 year and 6 months from the date we collect that information, unless during that period we form a relationship with you e.g. you make an additional application for a property. We hold your personal information for this period to give us an opportunity to form a relationship with you.

The only exceptions to the periods mentioned above are where:

- the law requires us to hold your personal information for a longer period, or delete it sooner;
- Where you have raised a complaint or concern regarding a product or service offered by us, in which case we will retain your information for a period of 6 years following the date of that complaint or query; or
- you exercise your right to have the information erased (where it applies) and we do not need to hold it in connection with any of the reasons permitted or required under the law (see further *How can I manage the information we hold about you*);

## How can you manage the information we hold about you?

You have the right as an individual to access your personal information we hold about you and make corrections if necessary. You also have the right to withdraw any consent you have previously given us and ask us to erase information we hold about you. You can also object to us using your personal information (where we rely on our business interests to process and use your personal information).

You have a number of rights in relation to your personal information under data protection law. In relation to most rights, we will ask you for information to confirm your identity and, where applicable, to help us search for your personal information. Except in rare cases, we will respond to you within 30 days after we have received any request (including any identification documents requested).

You have the right to:

- 1) Ask for a copy of the information that we hold about you;
- 2) Correct and update your information;
- 3) Withdraw your consent (where we rely on it). Please see further *How do we use this information*;
- 4) Object to our use of your information (where we rely on our legitimate interests to use your personal information) provided we do not have any continuing lawful reason to continue to use and process the information. When we do rely on our legitimate interests to use your personal information for direct marketing, we will always comply with your right to object;

- 5) Erase your information (or restrict the use of it), provided we do not have any continuing lawful reason to continue to use and process that information;
- 6) Transfer your information in a structured data file (in a commonly used and machine readable format), where we rely on your consent to use and process your personal information or need to process it in connection with your contract.

You can exercise the above rights and/or manage your information by contacting us using the details below:

By post: Wise Owl Property, 43 Coniscliffe Road, Darlington DL3 7EH.

By email: [info@wiseowlproperty.co.uk](mailto:info@wiseowlproperty.co.uk)

By phone: 01325 494 678

If you have any specific data protection concerns or a complaint, you can address it to our Data Protection Officer at [info@wiseowlproperty.co.uk](mailto:info@wiseowlproperty.co.uk)

If you are unhappy, you have the right to lodge a complaint with a data protection regulator in Europe, in particular in a country you work or live or where your legal rights have been infringed. The contact details for the Information Commissioner's Office, the data protection regulator in the UK, are below:

Post:  
Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Call: 0303 123 1113

Email: [casework@ico.org.uk](mailto:casework@ico.org.uk)