

## Privacy Policy

Property Management Solutions are required by law to look after your personal data. This privacy policy applies to the collection and use of personal data collected by Property Solutions (Southern) Limited, trading as Property Management Solutions.

Our Data Protection Officer is Paul Mallorie who can be contacted on [Paul@pssgroup.co.uk](mailto:Paul@pssgroup.co.uk) or in writing to 20 Fulwood Avenue, Bear Cross, Bournemouth, BH11 9NJ.

We are governed by the main legislation for protection of person information which are as follows:

- General Data Protection Regulations (EU) 2016
- Data Protection Act 2018
- Privacy and Electronic Communications Regulations 2003 & 2011
- Money Laundering Regulations 2017
- Proceeds of Crime Act 2002
- Human Rights Act (Article 8)

### **Where do Property Management Solutions collect personal information from?**

This can be from a variety of sources covering enquiries or services we provide. The majority of personal information will be collected during the course of our business relationship via, telephone email, messaging service or face to face meetings.

We may also collect information gained from tenant referencing services, solicitors or other publically available sources such as the Electoral Roll and Land Registry.

### **What information do we collect?**

We will only collect information relating to the services we are offering. Property Management Solutions DO NOT sell personal data to anyone. Examples of the sort of information we may collect from you directly are as follows:

- Name, current address, telephone number and email address
- Date of Birth
- Employment details
- Nationality
- Financial information to support residential letting applications or other services
- Bank Details
- Credit history
- Property details including photographs, floor plans, EPC's, property description.
- Any other property safety certificates or required documentation
- Property inventory's and inspection reports
- Meter readings
- Moving in and out dates

- Deposit information, registering and releasing the deposit from a deposit protection scheme.
- Your communication and marketing preferences.

Please note this list is not exhaustive. We may require additional information from time to time which is relevant to our services. If we require additional information we will inform you why the information is required.

### **Website**

We do not collect any data from our website.

### **Online Portals**

We do not collect information from online portals.

### **Third Party Information**

We may need to collect information from third parties relating to our services. If this is required we will seek consent to do so. Examples of third parties we may collect information from are as follows:

- Tenant referencing companies
- Credit referencing agencies
- Solicitors
- Employers
- Banks

This list is not exhaustive. Additional information may be required to confirm your identity, confirm your income or obtain references.

### **How we use your information.**

We will use the information which has been provided or we have obtained to provide you with services. Examples of how we may use your information are as follows:

- To provide full lettings services to tenants and landlords
- To register a tenants deposit with the deposit protection scheme and any deposit disputes
- Inform utility companies and local authorities of new or changes to tenancies
- Process and make rental payments or payments for maintenance or required certification
- To arrange property inspection, surveys or EPC's
- For inventories and check in and out services
- To carry out tenant referencing and credit referencing checks
- To provide full property management and maintenance services
- To arrange site visits

- To undertake regulatory checks to prevent fraud
- To monitor and improve our services

### **Who do we share your information with?**

We share your information with staff within Property Management Solutions in order to provide you with a service.

### **Third Party service providers**

We ensure all third party service suppliers understand they are required to protect your information and cannot use it for any other purpose other than to provide the requested service. We only give the minimum amount of information to a third party so the service can be provided. Examples of which third party service suppliers/organisations which we may share you information is as follows:

- Approved contractors
- Utility suppliers
- Local authority
- Landlords, tenants, guarantors
- Deposit protection company
- ARLA Propertymark
- ARMA
- The property ombudsman's
- Solicitors
- Surveyors or conveyancers
- Insurance companies
- Referencing companies
- HMRC
- Law enforcement
- Banks
- Debt collection companies

This list is not exhaustive.

### **How long do we keep you information?**

We will keep the information provided or collected for as long as required to provide our services or meet regulatory legislation.

- For lettings we keep information for 6 years
- For property management we keep information for 6 years

### **Automated Decisions**

With regards to tenant referencing, we use third party companies to reference a tenant (including credit referencing) which give us an automated decision which determine if we should provide a service. You do have a right to challenge the decision and ask us to consider human intervention and review the decision.

### **Withdrawing Consent**

You have the right to withdraw your consent at anytime by simply contacting us.

### **Children's Privacy**

We do not offer services to children (defined as under 16 years of age in GDPR). We may collect names and dates of birth of dependent children with regards to residential lettings.

### **Statutory rights**

- Subject Access Request – you may write to our office to access a copy of your personal data at any time.
- Ask us to correct any information which is inaccurate
- Withdraw your consent for us to use your personal data
- Ask us to delay your personal date

### **Data breaches**

- We store information on both electronic systems and paper filling systems
- We have security procedures in place to prevent security breaches of personal data and to also ensure it is safe from damage or misuse.
- Serious data breaches are reported to the ICO within 72 hours in accordance with GDPR and the Data Protection ACT 2018

### **Data Transfers**

The GDPR applies to all countries within the EU and European Economic Area (EEA). Therefore, countries in the EU and EEA are deemed to have appropriate and adequate legislation in place to protect your personal information. We will ensure that there is adequate security and comparable legislation in place before sending your information to other countries outside the EEA, for example the USA has Privacy Shield to demonstrate comparable security to the GDPR. In accordance with the Data Protection Act 2018 and GDPR, if we need to transfer data outside the EEA and the country it's transferred to is not on an approved list for having adequate security controls in place, we will limit the amount of personal data we send. We will also impose contractual obligations or seek assurances from the recipients to ensure the security and confidentiality of your personal data to safeguard your information.