

Privacy Policy

Dated 22/05/2018

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Summary

This section summarises how we obtain, store and use information about you. It is intended to provide a very general overview only. **It is not complete in and of itself and it must be read in conjunction with the corresponding full sections of the Privacy Policy.**

Data Controller: Mr P. Hill

How we collect or obtain information about you

When you provide it to us (e.g. by contacting us) by telephone SMS messaging and email
From the use of our website on completion of application forms
From third parties such as Credit reference agencies

Information we collect

Name, date of birth and place of birth, gender, telephone contact number(s), nationality, national insurance number, period resident in UK, passport and visa details, previous agent/landlord contact details, job title, employers name and contact details, how long in present employment, accountant name and contact details (self-employed), smoker, pet owner.

How we use your information

For administrative and business purposes (particularly to contact you), to fulfil our contractual obligations, to advertise our services, in connection with our legal rights and obligations, to make decisions as to suitability of an applicant based on financial criteria, immigration status.

Disclosure of your information to third parties

Only to the extent necessary to run our business, to fulfil any contracts we enter into with you, where required by law or to enforce our legal rights, registering you with utility companies, e.g. water authority, council tax authority, electricity and gas suppliers, we do not pass your personal information to third party companies, e.g. telephone companies, finance and insurance companies.

Do we sell your information to third parties

No

How long we retain your information

For no longer than necessary, taking into account any legal obligations we have (e.g. to maintain records for tax purposes), any other legal basis we have for using your information (e.g. your consent, performance of a contract with you or our legitimate interests as a business). For specific retention periods in relation to certain information which we collect from you, please see the main section below entitled - **How long we retain your information.**

How we secure your information

Using appropriate technical and organisational measures such as, storing information on secure servers, encrypting transfers of data to or from our servers using secure sockets layer (SSL) technology, only granting access to your information where necessary.

Use of Cookies and similar technologies

We do not use cookies or any similar information gathering technologies.

Transfers of your information outside of the European Economic Area

We will only transfer your information outside of the European Economic Area (with the exception of the United States of America) if we are required to do so by law. Where we do so, we will ensure appropriate safeguards are in place and that any transfer of your information outside of the European Economic Area (by third parties) have self-certified themselves as compliant with the EU-US. Privacy Shield.

Use of automated decision making profiling

We do not use automated decision making profiling in the course of our business.

Your rights in relation to your information

to access your information and to receive information about its use
to have your information corrected and/or completed
to have your information deleted
to restrict the use of your information
to receive your information in a portable format
to object to the use of your information
to withdraw your consent to the use of your information
not to have significant decisions made about you based solely on automated processing of your information, including profiling
to complain to a supervisory authority

Sensitive personal information

We request that you do not submit 'sensitive personal information' about you. Please refer to the main section below entitled 'Sensitive Personal Information'.

Our details

The data controller in respect of our website is Mr P. Hill who is a director of BS Home Lets Limited, company registration number 4871503, address, 42 West Hill, Bristol, BS20 6LN, UK

You can contact the data controller by writing to the above address, or sending an email to enquiries@bshomelets.co.uk

Information we collect when you visit our website

We do not collect information when you browse our website. Should you decide to submit personal information via our on-line application service (access code required) this information will be processed in a sensitive, secure, method and retained for no longer than is required or to meet our legal obligations.

We use a third party to host our website called Tricky Developments who's server is based in the Republic of Ireland (ROI).

Use of website server log information

We do not access log data from our website server or our third party hosting provider.

Legal basis for processing

Compliance with a legal obligation to which we are subject (article 6 (1)(c) of the General Data Protection Regulation.

Legal Obligation We have a legal obligation to implement appropriate technical and organisational measures to ensure a level of security appropriate to the risk of our processing of information about individuals.

Legal basis for processing: our legitimate interests (Article 6 (1) (f) of the General Data Protection Regulation).

Information we collect when you contact us

Email: When you send an email to the email address displayed on our website we collect your email address and any other information you provide in that email (such as your name, telephone number and the information contained in any signature block in your email, should that be the case).

Legal basis for processing: our legitimate interests (Article 6 (1)(f) of the General Data Protection Regulation).

Legitimate Interests: responding to enquiries and messages we receive and keeping records of correspondence.

Legal basis for processing: necessary to perform a contract or take steps at your request to enter into a contract (Article 6 (1)(b) of the General Data Protection Regulation).

Phone: When you contact us by phone we collect your phone number and any other information you provide to us during your conversation with us.

Post: If you contact us by post we will collect any information you provide to us in any postal communications you send us.

Legal basis for processing: our legitimate interests (Article 6 (1)(f) of the General Data Protection Regulation).

Legal interests: responding to enquiries and messages we receive and keeping records of correspondence.

Information we collect when you interact with our website

We collect and use information from individuals who interact with particular features of our website, such as the application forms contained in our on-line area which is password sensitive.

Information collected or obtained from third parties

Generally we do not receive information about you from third parties. The third parties from which we receive information about you will generally include, licensed credit reference agencies, previous letting agents and landlords.

Legal basis for processing

necessary to perform a contract or take steps at your request to enter into a contract (Article 6(1)(b) of the General Data Protection Regulation).

Where we receive information about you in error

If we receive information about you from a third party in error and/or we do not have a legal basis for processing we will delete your information.

Disclosure and additional uses of your information

This section sets out the circumstances in which we will disclose information about you to third parties, such as;

Council tax authorities

Utility companies – in order to provide you with water/gas/electricity

The information provided is limited to:

Name and address (the rental property address)

We do not provide information to:

Mobile phone companies

TV service companies/Internet/broadband companies

Landline telephone providers

Legal basis for processing

legitimate interests (Article 6(1)(f) of the General Data Protection Regulation).

Reason why necessary to perform a contract: we may need to share information with our service providers to enable us to perform our obligations under that contract or to take steps you have requested before we enter into a contract with you.

How long we retain your information

This section sets out how long we retain your information. We have set out specific retention periods where possible.

From the inception of your tenancy we retain the information that you have provided for a period of six years following the end of the financial year in which you entered into a contract in accordance with our obligation to keep records for tax purposes.

When you make enquiries or correspond with us for any reason, whether by email or via phone contact we will retain your information for as long as it takes to respond to and resolve your enquiry and for no longer than one month, after which point we will delete your information.

Criteria for determining retention periods

In any other circumstances we will retain your information for no longer than necessary, taking into account the following:

the purpose(s) and use of your information both now and in the future (such as whether it is necessary to continue to store that information in order to continue to perform our obligations under a contract with you or to contact you in the future).

Whether we have any legal obligation to continue to process your information (such as any record-keeping obligations imposed by the relevant law or regulation).

Whether we have any legal basis to continue to process your information (such as your consent).

How valuable your information is (both now and in the future).

any relevant agreed industry practices on how long information should be retained.

any relevant surrounding circumstances (such as the nature and status of our relationship with you).

How we secure your Information

We take appropriate technical and organisational measures to secure your information and protect it against unauthorised or unlawful use and accidental loss or destruction, including:

Only sharing and providing access to your information to the minimum extent necessary, subject to confidentiality restrictions where appropriate and on an anonymised basis wherever possible:

Using secure servers to store your information, such as google drive

verifying the identity of any individual who requests access to information prior to granting them access to information.

Only transferring your information via closed system or encrypted data transfers.

Transfers of your information outside of the European Economic Area

All of your information is stored in the following European Economic Area (EEA) countries;

Republic of Ireland
United Kingdom of Great Britain
United States of America
Europe (excluding Russia and non-member states of the European Union)

Google drive

The necessary information you provide (in order for us to form a contract with you/us and/or your landlord) is stored securely by google drive, who are situated in the United States of America. This country is not subject to an adequacy decision by the European Commission. You can access Google's privacy policy here:
<https://www.google.com/policies/privacy/>

Safeguard(s) used: Google has self-certified its compliance with the EU-U.S. Privacy Shield which is available here: <https://www.privacyshield.gov/welcome>. The EU-U.S. Privacy Shield is an approved certification mechanism under Article 42 of the General Data Protection Regulation, which is permitted under Article 46(2)(f) of the General Data Protection Regulation. You can access the European Commission decision on the adequacy of the EU-U.S. Privacy Shield here: http://ec.europa.eu/justice/data-protection/international-transfers/adequacy/index_en.htm

Your rights in relation to your information

Subject to certain limitations on certain rights you have the following rights in relation to your information which you can exercise by writing to BS Home Lets Limited, 42 West Hill, Bristol, BS20 6LN or sending an email to enquiries@bshomelets.co.uk

to request access to your information and information related to our use and processing of your information;

to request the correction or deletion of your information;

to request the correction or deletion of your information;

to request that we restrict our use of your information;

to object to the processing of your information for certain purposes

to withdraw your consent to our use of your information at any time where we rely on your consent to use or process that information. Please note that if you withdraw your consent this will not affect the lawfulness of our use and processing of your information on the basis of your consent before the point in time when you withdraw your consent.

For the purposes of the UK the supervisory authority is the Information Commissioner's Office (ICO) the contact details of which are available here:

<https://ico.org.uk/global/contact-us/>

Your right to object to the processing of your information for certain purposes

You have the following rights in relation to your information which you may exercise in the same way as you may exercise by writing to BS Home Lets Limited, 42 West Hill, Bristol, BS20 6LN or sending an email to enquiries@bshomelets.co.uk

To object to us using or processing your information where we use or process it in order to **carry out a task in the public interest or for our legitimate interests**

As we do not use or process your information for direct marketing purposes, we do not use the following methods for ceasing this right to object;

Clicking the unsubscribe link

Sending SMS message – using the words “OPT OUT”

Sending an email – using the words “OPT OUT”

Copyright, credit and logo

This Privacy Policy is based on a General Data Protection Regulation (Regulation EU) 2016/769) (GDPR) compliant template provided by GDPR Privacy Policy.

The copyright in this Privacy Policy is either owned by or licensed to us and is protected by copyright laws around the world and copyright protection software. All intellectual property rights in this document are reserved. Where we display the GDPR Privacy Policy logo on our website this is used to indicate that we have adopted a privacy policy template provided by GDPR Privacy Policy as the basis for this Privacy Policy.

Changes to our Privacy Policy

We update and amend our Privacy Policy from time to time.

Minor changes to our Privacy Policy

Where we make minor changes to our Privacy Policy we will update our Privacy Policy with a new effective date stated at the beginning of it. Our processing of your information will be governed by the practices set out in that new version of the Privacy Policy from its effective date onwards.

Major changes to our Privacy Policy or the purposes for which we process your information
Where we make major changes to our Privacy Policy or intend to use your information for a new purpose or a different purpose than the purposes for which we originally collected it we will notify you by posting a notice on our website.

We will provide you with the information about the change in question and the purpose and any other relevant information before we use your information for that new purpose.

Wherever required we will obtain your prior consent before using your information for a purpose that is different from the purpose for which we originally collected it.