

Privacy Notice

Statement

Chapter One Residential Lettings & Property Management Ltd take safeguarding our customers and employees personal data very seriously and it is not only a legal requirement but essential to fit our moral values. Our compliance and security measures ensure that all personal data entrusted to us is used solely for its intended use within the business. We are committed to checking that all of the data we hold is up to date, accurate and kept safe from unauthorised third parties. Chapter One Lettings protects your information under the General Data Protection Regulations (UK) (GDPR UK), Data Protection Act 2018 (DPA), Privacy and Electronic Communications Regulations 2003 & 2011 (PECR) & The Data Protection, Privacy and Electronic Communications (Amendments etc.)(EU Exit) Regs 2019

Our Contact Details

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Information covered by this Privacy Notice

This Privacy Notice covers use of personal information as defined in GDPR UK & the Data Protection Act 2018.

Personal data: This is sensitive information (or several pieces of information) relating to a particular person, that could be used to identify you. This includes your name, address, contact details etc. A data subject refers to any individual person who can be identified, directly or indirectly, via an identifier such as a name, an ID number, location data, contact information or via factors specific to the person's physical, physiological, genetic, mental, economic, cultural or social telephone number, email, contact information, financial information, IP address. It can also include information in different formats including electronic data, voice identification and photographs/CCTV footage.

“Special category” personal data: This is data which includes racial or ethnic origin, political opinions, religious/spiritual/philosophical beliefs, trade union membership, genetic or biometric data, physical or mental health data, sex life or sexual orientation data, criminal or alleged criminal offences.

How Do We Obtain Your Personal Information?

Most of the information that Chapter One Lettings holds would have been provided by you during your initial enquiries for our services and is only taken with your permission. This could be from a variety of formats such as emails, telephone calls, online messaging/forms or face to face meetings. As part of our promise, all of our Landlords are vetted using a Land Registry Search but we may also obtain personal data from online property portals, social media platforms, electoral roll and referencing agencies or information may be supplied to

us by relevant third parties such as solicitors or agencies that we are taking over the management from.

What Information is Held?

The information that Chapter One Lettings requests to take will depend on which of our services you wish to discuss. We will only request and hold the information needed to provide you with the appropriate services and your information is not passed on or sold. We have provided a few examples of information we may collect and the purpose below:

Personal Information	Reason for Requesting
Your name, address/address history, phone number, email address and your requirements	To provide you with letting and/or property management services
Your marital status, date of birth, nationality, employment details	When you enter into a letting agreement
Your date of birth, nationality and details from identity documents you provide	To complete anti-money laundering and rent referencing checks (as required by law)
Details of any mortgage, relevant insurance policies, licensing documentation and service contracts which you have in place regarding a property you wish to let	Where you are a landlord and we are providing you with letting and/or management services
Your marital status, employment details/contracts, national insurance number, nationality, residential status, bank details and credit history	To carry out referencing and credit checks
Details relating to your property including all safety certificates, any relevant condition reports, property description	To ensure that we have the correct documentation and information to efficiently market a property for you
Photographs of your property, an inspection report and inventory	To accurately record the condition of the property at the start or end of a tenancy when we let and/or manage a property for you
Moving in and out dates and corresponding utility meter readings	To ensure that all relevant parties have access to accurate information for billing purposes
Your moving in and out dates, and details of the deposit paid where you are a tenant when registering or releasing any deposit from a deposit protection scheme	To ensure accurate billing for rent payments and for any third party suppliers, such as utility companies or the local authority
Your communication and marketing preferences	To ensure we only send you details of properties and services you are interested in via your preferred communication method (as required by law)
Your name, gender, previous name(s), date of birth, telephone numbers, current address, previous addresses, details of your health, any dependents, your nationality, bank account details, savings, investments, existing financial commitments, your credit history and existing protection requirements	To enquire for insurance protection products on your behalf

If we require any additional information from you to ensure that we can provide you with your required services, we will always explain the purpose for the additional information.

Information we collect when you visit our websites

We use technologies to collect information when you visit our websites. We may collect personal information in connection with your use of our website, such as:

- your name, email address, telephone number and property address when you register to arrange a viewing, register for property alerts, request a valuation, lettings appointment or submit an enquiry
- data sent from your browser may include, the date, time and length of your visit, the site from which you have come (for example Google, Firefox etc.) and your IP address

Information obtained from third party online portals

We will use the information that you submit on online property portals to contact you regarding the services you are interested in.

Information obtained from third parties

Once we have your permission to do so, we will obtain your personal data from third parties when we are required to do so by law for legitimate business needs, such as credit agencies, employers, banks to complete our regulatory checks and verify identity and income.

Criminal disclosures

Certain types of insurance may involve disclosure by you of information relating to historic or current criminal convictions or offences. When we process any criminal records checks we do so in accordance with The Data Protection Act 2018 (Schedule 1, Part 3, Paragraph 33) and Article 10 GDPR UK. We will only carry out such checks where they are necessary.

Chapter One Lettings Offers, Updates and Promotions

We may from time to time use your personal data to keep clients up to date on the latest legislative updates, advertise our promotions or make you aware of current offers that we believe may be of interest to you. We do not use a third party to administer any of our offers, updates or promotions. You can send an email to info@chapteronelettings.co.uk to stop receiving marketing communications.

Withdrawing Consent

You have the right to withdraw your consent at any time. Please contact us using the information provided within this document.

Who We Share Your Information With

Chapter One Lettings may share your information with its employees or contractors for business purposes, with your consent. This will be the minimum required information for

the service required such as booking in a maintenance repair visit. We ensure all third party service providers understand they are required to protect your information, and not to use it for any other purpose.

Please see below third party organisations we share your information with and why,:-

Third party	Why We Share Your Personal Information
Approved contractors	To install for sale or to let boards, to appoint managing agents and building maintenance contractors, to arrange EPC visits, to arrange for contractors to provide safety & statutory tests and to take inventories
Insurance Companies	To progress your enquiry or application for buildings and contents insurance, critical illness cover or rent guarantee
Rent and Legal insurance providers	To set up landlord insurances, and in the event of a claim
Solicitors	To pursue a claim for breach of tenancy agreement
Referencing Companies	To check your creditworthiness, obtain a tenant references and to help prevent fraud and money laundering
Local Authority	For the payment of Council Tax
Law enforcement bodies including the police, HMRC and local Council	To comply with court orders or legal obligations
Landlord, tenant or guarantor	To comply with our legal obligations where we are providing a lettings service
The parties whose property you have viewed or on whose property you have submitted an offer	To communicate your offer or feedback on the viewing
Utility Companies	For payment of utility bills
Debt collection companies	To assist us in recovering any monies which are owed
Deposit Protection Scheme providers	To provide a Tenancy Deposit Protection Scheme
The Information Commissioner's Office	If information relating to you is requested by them to investigate a concern you have raised with them
The Financial Ombudsman Service	If information relating to you is requested by them to investigate a complaint
The Property Ombudsman	Where they are providing a dispute resolution service in connection with letting services

How Long Do We Keep Your Information?

We will only keep your information for as long as we are legally required to, to ensure that we complete our regulatory responsibilities. All information is securely destroyed once the obligation has been fulfilled.

- For lettings we keep your information for 6 years + 1 after you have stopped using our service.
- For insurance policies and records, we keep your information for 30 years.
- For general enquiries and marketing, we will keep your information for 2 years.
- Any copies of ID documents needed to verify your identity will be kept on file for 5 years. For tenancy reference checks we will keep your information for 1 year.

Your statutory rights

You have the right to:

- ask us for a data subject access request. We may ask you to provide ID to verify your identity.
- ask us to update your personal information if it is incorrect. We may ask you to provide proof of the correct information to alter records.
- ask us to remove your personal information from our records. We are required by law to retain certain information for a statutory period and for certain legal reasons; in this case, we are unable to remove your information but will advise you if we are unable to do so.
- withdraw consent where consent was previously provided to process your personal data.
- ask us to restrict the use of your personal data, including direct marketing.
- object to our use of your personal data for our legitimate business interests.

Making A Subject Access Request

If you wish to make a request for access to a copy of your personal data, or to exercise any of your other rights, please write to us. We will endeavour to respond to and comply with your request as quickly as possible. We are aware of the statutory deadline for a subject access request, however we will always try to send your information before the legal deadline.

1. *We need sufficient information for us to locate your personal data. We do not have a single database and some of your information may be held in paper files.*
2. *If you are seeking information for a specific period of time or a specific issue, please tell us, as this will help us to fulfil your request and speed up our response to you.*
3. *We may need to ask you for proof of your identity. It is an offence to request the personal information relating to someone else.*
4. *There is no fee for this service.*
5. *The statutory deadline is **one month**. We may extend this deadline if your request is complex. Your request may be suspended if we need information from you to identify the location or business.*
6. *You will receive all the information you are legally entitled to. You will not receive information regarding third parties or other individuals. You will not receive legally privileged information.*

How We Store Your Information

We store your personal information on our computer systems and in our paper filing/archive systems. We have strict procedures to ensure that personal information is not misused, damaged or destroyed and is prevented from unauthorised access. Any serious data breaches are reported to the ICO within 72 hours, in accordance with the GDPR UK and the Data Protection Act 2018.

How To Make A Complaint

If you wish to make a complaint, please email info@chapteronelettings.co.uk We will ask you to include:

- Your name, contact email address and the address of the property (if regarding a tenancy, maintenance issue or insurance policy)
- The business names of any relevant staff members
- A brief outline of the complaint, including time periods or relevant dates
- Please attach details, correspondence or photographs if you feel it is relevant to your complaint

If you remain dissatisfied following a complaint, you can submit a complaint directly to the Information Commissioner's Office (ICO) at:

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

Website: <https://ico.org.uk/>

Email: casework@ico.org.uk

Telephone: 0303 123 1113