

## Company Representative Privacy Notice

Acorn Properties (Jesmond) Ltd. is committed to protecting and processing your personal data in accordance with the General Data Protection Regulations and the Data Protection Act 2018 (the legislation). For the purpose of the legislation and your personal data, Acorn Properties (Jesmond) Ltd., is the Data Controller, the GDPR Department is responsible for data protection and can be contacted at 59 St. Georges Terrace, Jesmond, Newcastle upon Tyne, NE2 2SX, 0191 212 2020 or [GDPR@acornproperties.co.uk](mailto:GDPR@acornproperties.co.uk)

The General Data Protection Regulations are to safeguard your personally identifiable information or personal data. This privacy notice will be regularly reviewed and updated.

### Information held

The personal data we process may include your name, address, contact number, email address and ID information. Where the provision of data is a statutory, a contractual requirement or a requirement necessary to enter into a contract, a refusal to provide the data may mean that a tenancy cannot proceed.

To ensure that we provide you with the best service possible we will need to collect and retain certain personal data. The data may be collected and processed by our trained staff, our cloud-based software, an IT backup system, a third-party referencing company, utility providers and occasionally with our third-party email marketing provider. We may source data from third parties for example, credit referencing companies, referees and the local authority.

### Lawful basis of processing

Your personal data will be used for contract fulfilment, legal obligation, consent and legitimate interest. There are six lawful bases for processing your data including consent, a legitimate interest, contract fulfilment, a legal obligation and a vital interest. A legitimate interest is when we have a business or commercial reason to process your personal data which needs to be balanced with your interests i.e. what is right and best for you.

Where we state that we have a legitimate interest, the fact that we have a legitimate interest and what that legitimate interest is, is outlined on **page three** of this document, e.g. to fulfil our legal and contractual duties; to keep our records up to date; to serve legal notices and paperwork. Your personal data will be processed during and after the tenancy and any subsequent tenancy, where you represent and sign on behalf of the company as tenant.

### Online identifiers, IP addresses and cookie identifiers

When you visit our website we may collect information about your computer, including where available your IP address, operating system and browser type, for system administration and to report aggregate information to our advertisers. This is statistical data about our users' browsing actions and patterns.

We may obtain information by using a cookie file which is stored on the hard drive of your computer. Cookies contain information that is transferred to your computer's hard drive. They help us to improve our site and to deliver a better and more personalised service. They enable us:

- To estimate our audience size and usage pattern.
- To store information about your preferences, and so allow us to customise our site according to your individual interests.
- To speed up your searches.
- To recognise you when you return to our site.

You may refuse to accept cookies by activating the setting on your browser which allows you to refuse the setting of cookies. However, if you select this setting you may be unable to access certain parts of our site. Unless you have adjusted your browser setting so that it will refuse cookies, our system will issue cookies when you log on to our site. You can find more information about cookies at [www.allaboutcookies.org](http://www.allaboutcookies.org)

This policy only applies to our site. If you leave our site via a link or otherwise, you will be subject to the privacy policy of that website provider. We have no control over that privacy policy or the terms of the website and you should check their privacy policy before continuing to access the site.

## **Recipients of personal data**

It will be necessary for us to process or share all or some of your personal data with a range of individuals, businesses and organisations and these may include those listed from **page three** of this document.

## **Where is the data stored?**

Your personal data is stored in the way described from **page three** of this document and the data is always stored within the European Union or outside of the European Union but with an organisation operating under the General Data Protection Regulations.

## **Retention period & criteria used to determine the retention period**

We will retain some elements of your personal data for up to the time defined from **page three** of this document, after the end of the tenancy. The information which can be anonymized will be that which is no longer required for either contractual fulfilment or a legitimate interest. If the lawful basis for processing your data was consent then you may withdraw such consent at any time.

## **Your rights**

You have a right of access to check your personal data to verify the lawful basis of processing. We are obliged to respond to an access request within 30 days and may not charge a fee unless the request is unfounded, excessive or repetitive. If a fee is charged it is to be a reasonable fee based upon the administrative cost of providing the information.

You have a right to rectification if the data we hold is either inaccurate or incomplete. If your data has been disclosed to third parties then we must inform them of the rectification, where possible.

You have a right to require erasure of your data when consent is our basis of processing (the right to be forgotten). You may request that your personal data be erased, for example, where there is no compelling reason for its continued processing or where you withdraw consent. We will comply with your request unless we have another basis of processing justifying our retaining the data (for example a legal requirement or the defence of a legal claim).

You have some rights to ask us to restrict processing i.e. to block or suppress processing where, for example, the data may be incorrect and whilst the accuracy is verified. We are permitted to store the data.

## **Your right to object**

You do have a right to object to further processing of your personal data. We may be required to stop processing unless there is some other legitimate basis of processing such as a legitimate interest or a requirement for the exercise or defence of a legal claim.

## **Withdrawal of consent**

Where the lawful basis for processing is your consent, you may withdraw consent at any time by writing to, GDPR Department, Acorn Properties (Jesmond) Ltd. at 59 St. Georges Terrace, Jesmond, Newcastle upon Tyne, NE2 2SX or emailing [gdpr@acornproperties.co.uk](mailto:gdpr@acornproperties.co.uk)

## **How to lodge a complaint with the supervisory authority**

The supervisory authority responsible for data protection is the Information Commissioners Office (ICO) to whom concerns may be reported by phone on **0303 123 1113** or +44 1625 545 745 if calling from outside the UK, by email using the form on the website [ico.org.uk](http://ico.org.uk) or the livechat function.

# Acorn Properties (Jesmond) Ltd.

## General Data Protection for Company Representatives



### WHAT DO WE COLLECT?

As a company representative, we need certain information in order to create a tenancy record and legal documentation for you. These include your:

- Name
- Email address
- ID information (for Right to Rent checking)
- A third party referencing service may require details of your employer's information, current landlord, next of kin and dependant information.

### WHO IS COLLECTING MY DATA?

Initially when you contact our offices one of our trained staff will collect your data for processing. If you register yourself or via a portal then the website or portal provider will collect the information and pass it on to our team. Once you register interest in a property, additional information listed above will be collected by a third-party referencing company or a member of our team.

### WHY ARE YOU COLLECTING MY DATA?

As a company representative, we may need your information in order to create a record on our property management software. This enables us to process the company application and to keep you up to date with the progress of the let as well as to keep you in the know during the tenancy with important updates. It also gives us relevant information to create a tenancy agreement and comply with deposit legislation and the home office for Right to Rent checks. Some of this information will be given from you directly to our third-party referencing service, you only have to do this once. They will provide us with a report containing the information once complete.

### SO, WHAT IS YOUR LAWFUL BASIS FOR COLLECTING MY DATA?

There are several lawful basis for collecting your data as a company representative. These include, contract fulfilment, legal obligation, consent and legitimate interest.

### WHO WILL MY DATA BE SHARED WITH?

Your data protection is very important to us and we will only ever share your information where and when necessary. As a company representative, your data could be shared with our trained staff, our chosen third party reference service, chosen third-party insurance services, our cloud-based software, relevant government agencies, an IT back up system, contractors for repairs, your landlord, other tenants, guarantors, permitted occupiers and relevant persons in the same property on the same agreement, the deposit scheme provider, utility providers, solicitors and court service, and occasionally with our third party email marketing provider (only accessed by our staff) in order to send you useful information.

### HOW IS MY DATA STORED?

Your data will be stored on our property software system and internal server and backed up to the cloud. We may also retain paper copies of your agreement and referencing in a locked storage system.

### HOW LONG DO YOU KEEP MY DATA?

We will only ever keep your data for as long as is necessary, as a company representative your legal agreement and information therein will be stored for the term of the agreement and for eleven years after the end of your tenancy. All paper data is destroyed safely and ethically and we retain data destruction audit records for your peace of mind.