

Dove Property (United Kingdom) Limited

Privacy Policy

This notice explains what information we collect, when we collect it and how we use said data. During the course of our activities, we will process personal data (which may be held on paper, electronically, or otherwise) about you and we recognise the need to treat it in an appropriate and lawful manner. The purpose of this notice is to make you aware of how we will handle your information.

Information about us

Dove Property (United Kingdom) Limited take the issue of security and data protection very seriously and strictly adhere to guidelines published in the General Data Protection Regulation (EU) 2016/679 which is applicable from the 25th May 2018, together with any domestic laws subsequently enacted.

We are notified as a Data Controller with the Office of the Information Commissioner under registration number ZA380658 and we are the data controller of any personal data that you provide to us.

Our Data Protection Officer is Mr Mark Ward.

Any questions relating to this notice and our privacy practices should be sent to enquiries@doveproperty.co.uk or by post to our offices:

Dove Property
Ashbourne Business Centre
Dig Street
Ashbourne
DE6 1NG

How we collect information from you and what information I collect

We collect information about you:

- From your application for accommodation;
- From your use of the forms completed (including but not limited to creating tenancy agreements, guarantor agreements, or notices);
- From asking you questions when we first engage with you, and subsequently discover in our day-to-day business with you

We collect the following information about you:

In the case of landlords:

- Name, e-mail address, telephone number(s), home address (including any previous addresses), marital status, National Insurance Number, nationality;
- Bank account details, including account number and sort code;
- Rental property address; term, rent, deposit, utility and service responsibilities;

In the case of tenants & guarantors:

- Name, e-mail address, telephone number(s), current address (including any previous addresses), marital status, National Insurance number, nationality, passport & visa details, the name of family & friends that you are staying with (if applicable);
- Last 3 years residences;
- Bank account details, including account number and sort code;
- Employment status, contact details (including email & phone numbers) of the employer/accountant, payroll numbers, length of employment, salary information (including any regular overtime or commission), and any other income received;
- Any welfare benefits that you may be eligible for, or are currently on;
- Reference reportage related to previous landlords you may have had.

Why we need this information about you and how it will be used

We need your information and will use your information:

- To undertake and perform our obligations and duties to you in accordance with the terms of our contract with you;
- To enable us to supply you with the services and information which you have requested;
- To help you to manage your tenancy;
- To carry out due diligence on any prospective tenant, including whether there are any credit judgements against them, or any history of bankruptcy or insolvency;
- To analyse the information we collect so that we can administer, support, improve and develop our business and the services we offer;
- To contact you in order to send you details of any changes to our business or our suppliers which may affect you; and
- For all other purposes consistent with the proper performance of our operations and business.

Sharing of Your Information

The information you provide to us will be treated as confidential. We may disclose your information to other third parties who act for us for the purposes set out in this notice or for purposes approved by you, including the following:

- If we enter into a joint venture with or merged with a business entity, your information may be disclosed to our new business partners or owners;
- To carry out due diligence on you as a prospective tenant/guarantor, including but not limited to the carrying out of affordability checks, due diligence checks and the obtaining of references from relevant parties, whose data you have provided;
- Your information shall be disclosed in order to determine if there are any credit judgements against you, as the prospective tenant/guarantor, or to determine if they have a history of bankruptcy or insolvency;

- If you are unable to make payments under your tenancy, your information may be disclosed to any relevant party assisting in the recovery of this debt or the tracing of you as a tenant;
- In the creation, renewal or termination of the tenancy, your information will be disclosed to the relevant local authority, tenancy deposit scheme administrator, service/utility provider, freeholder, facilities manager or any other relevant person or organisation in connection with this; and
- To carry out necessary repairs, maintenance or quotes, a tenant's information (name, address & contact number(s)) may be disclosed to any relevant party.

From time to time, we may provide your contact information (name, address & contact number(s)) to selected third parties, solely for the provision of information about goods and services that we feel may be of interest to you as a landlord or as a tenant.

Security

When you give us information we take steps to make sure that your personal information is kept secure and safe. Any information is kept in locked cabinets or password-protected servers.

How long we will keep your information

We review our data retention periods regularly and will only hold your personal data for as long as is necessary for the relevant activity, or as required by law, or as set out in any relevant contract.

Once our business relationship comes to a close, data relating to landlords and their properties are held for a maximum of 8 years. Tenant details and associated data are held for a maximum of 5 years.

Your Rights

You have the right at any time to:

- Ask for a copy of the information about you held by us in our records;
- Require us to correct any inaccuracies in your information;
- Make a request to us to delete what personal data of yours we hold; and
- Object to receiving any marketing communications from us or selected third parties being provided your contact details.

If you would like to exercise any of your rights above please contact us at enquiries@doveproperty.co.uk or on **01335 342936**.

Should you wish to complain about the use of your information, we would ask that you contact us to resolve this matter in the first instance. You also have the right to complain to the Information Commissioner's Office in relation to our use of your information. The Information Commissioner's contact details are noted below:

England:

Information Commissioner's Office

Wycliffe House, Water Lane

Wilmslow, Cheshire, SK9 5AF

Telephone: 0303 123 1113

Email: casework@ico.org.uk

Changes to Privacy Policy

Any changes we may make to our privacy policy in the future will be updated on our website and, where appropriate, notified to you by email.