



The Property Man Privacy Notice

Introduction

The Data Protection Act 2018 (DPA 2018) sets out the data protection framework in the UK and incorporates the Regulation (EU) 2016/679 (General Data Protection Regulation, “GDPR”) into the national law. Its purpose is to protect the “rights and freedoms” of natural persons (living individuals), and to ensure that personal data is not processed without their knowledge, and, wherever possible, that it is processed with their consent.

The Property Man policy covers the way in which we use and disclose personal information that customers, applicants, employees, and any other third parties may provide us with.

Personal information includes any information that identifies you personally, such as your name, address, email address, internet protocol address or telephone number.

Under the DPA 2018 and the GDPR, The Property Man, is defined as the Data Controller and therefore has a legal duty to protect any information we collect from you. We use appropriate technologies to safeguard your details and keep to strict security standards to prevent unauthorised access to it.

We recognise that your privacy is very important and so we want you to be confident with the way The Property Man and any of its subsidiaries, branches or representative offices and applicable 3rd Parties, handle your personal information. We have outlined below how The Property Man collects, uses, discloses, and protects this information.

The Property Man, is a leading provider of property management products and services, operating in locations across the North West.

The Property Man Head office can be found at;

69 Cross Street

Sale

Cheshire

M33 7HF

0161 519 8855

What Information is being collected from you if you are a prospective or existing customer?

We may collect personal information from you in connection with your use of Our Site, including such personal information as:

- your name, email address, telephone number and property address when you register or use an online form to arrange a viewing, register for property alerts, request a valuation or lettings consultation, book a mortgage appointment or submit an enquiry;
- details included on any enquiry form you submit in relation to property insurance, life, critical illness or income protection, conveyancing or mortgages;
- cookie data which relates to your use of Our Site;
- data sent from your browser to our server which may include:
 - the time, date and duration of your visit to Our Site;
 - the site from which you have come (the referral URL);
 - the pages visited on Our Site; and
 - your IP address.

We may also collect information from you in connection with a service or product provided to you by us, including personal information such as:

- your name, postal address, phone number, email address and details of your requirements where you engage us to provide estate agency services on your behalf either in branch, at your property, by telephone or by email;
- where appropriate your marital status, date of birth, nationality and tax status when you enter into a residential sales or lettings agreement with us;
- financial or other identifiers including your bank account details, tax URN number and income/expenditure details where we manage a financial transaction for you, set up a standing order, or take payment for the services which we provide to you;
- your date of birth, nationality and other details from identity documents which you provide to us where we are required by law to carry out know your client anti-money laundering checks and right to rent checks and the results of those checks;
- details of your existing or proposed mortgage arrangements, confirmation of how long you have owned the property and details of the source of monies invested in the property when you register to sell;
- proof that you have sufficient funds to pay any deposit required when you wish to make an offer to buy a property;
- evidence of the source of funds you will be using to buy a property, including for example, a copy of your bank statement or an agreement in principle from your mortgage provider;
- evidence that you have the right to let a property where you are a landlord and instruct us to assist you with letting a property in Scotland;
- details of any mortgage or insurance, licensing documentation and service contracts which you have in place in relation to a property you wish to let where you are a landlord and we are providing you with letting services;
- your marital status, employment details, national insurance number, nationality, residential status, bank details and credit history when carrying out referencing and credit checks and the results of those checks;
- details relating to your property including photographs, floor plans, energy performance certificate ratings/ home reports, property description and survey results when you engage us to market a property for you;
- photographs of your property when we market your property for sale or to let, prepare an inspection report on the condition of your property, or when we prepare an inventory to record the condition of your property at the start or end of a tenancy;
- your contact details, move in and move out date, utility meter serial number and meter readings where you are a landlord or tenant, prior to a tenant moving in to a property and when the tenant moves out;
- your move in and move out date and details of the deposit you have paid where you are a tenant when registering or releasing any deposit from a deposit protection scheme;
- your client reference number and the balance of any debt which you owe if we are required to take steps to collect a debt or take possession of a property;
- references relating to you, or information required to prepare a reference for you where you are a tenant; and

- your title, names, contact details, preferences for delivery methods, sex, civil/marital status, date of birth, nationality, occupation, employment and remuneration information (including salary/bonus schemes/overtime/sick pay/ other benefits) and employment history, bank account details, tax information, loans and credit commitments, personal credit history, sources of income and expenditure, family circumstances and details of dependents, confirmation of whether or not you smoke, any pre-existing mortgage and/ or insurance products and the terms and conditions relating to these, credit reference checks and details of the type of mortgage, insurance and/or protection you require where you are receiving mortgage, insurance and/or protection advice from us.

In what circumstances would your special data and criminal disclosures be collected?

We may collect personal information from you which is of a sensitive nature. Where we do so we treat this information in accordance with the additional protection it is given under data protection laws. Where you ask us to help you with your insurance needs, in particular life insurance and insurance that may assist you in the event of an accident or illness, we will ask you information about your ethnic origin, your health and medical history (including the health and medical history of your family where appropriate) (**Special Data**). We record and use your Special Data in order to meet any obligation we may have to progress your transaction to completion including dealing with any enquiries of us that may be raised by your prospective insurance provider.

If you have parental responsibility for children under the age of 16 and discussion has been had with you in relation to those children during the course of providing financial advice to you it is also very likely that we (and consequently Our Network) will record information on our systems that relates to those children and potentially, to their Special Data.

The arrangement of certain types of insurance may involve disclosure by you to us of information relating to historic or current criminal convictions or offences (together **Criminal Disclosures**). This is relevant to insurance related activities such as underwriting, claims and fraud management.

When we process your Special Data and any Criminal Disclosures we do so on the basis that it is in the substantial public interest to be able to provide vital insurance products as permitted by UK data protection related laws and regulations from time to time. Information on Special Data and Criminal Disclosures must be capable of being exchanged freely between insurance intermediaries such as us and insurance providers, to enable customers to secure the important insurance protection that they require.

Use of the Information we collect

Your information will be used by us and Our Estate Agents in connection with the following purposes:

Providing You with Services:

- To provide you with the estate agency services which you have asked us to provide, including but not limited to:
 - helping you to sell your property, or to find a property to purchase;
 - valuing your property; and
 - letting services;
 - conveyancing services;
 - referring you to our mortgage and insurance partners (PK Finance); and
 - progressing any mortgage and/or insurance transaction you may have commenced using our services.
- to provide advice on financial services related to your property transaction, including mortgage, insurance and protection.
- to introduce you to conveyancing services;
- to keep you informed of any developments in relation to any mortgage product, protection product or insurance product which we help you to take out;

- to protect a tenant's deposit by registering it with a deposit protection scheme;
- to take payment from you for the services which we provide;
- to arrange and carry out viewings;
- to process the receipt and payment of rent, maintenance and tax for you if a property is being let;
- to arrange an energy performance certificate or home report inspection for you;
- to arrange an inventory check or to prepare a report on the condition of a property if it is being let;
- to ensure that utilities are in place and that utility companies and local authorities are able to contact you for billing purposes when you move in to a property;
- to carry out tenant referencing and credit checks to assess if you are creditworthy before you move in to a property. To carry out such checks, your personal information may be shared with credit referencing companies, please refer to the Disclosure of Information section below for further details;
- to better understand your requirements and provide you with services specific to your needs;
- to improve the services we and Our Estate Agents offer by analysing your personal information so we better understand how you use our services;
- to keep client records up to date;

Marketing of Our Services to You:

- to provide you with general updates in relation to the property market, in accordance with your preferences;
- to provide you with information which we reasonably believe may be relevant to you based on the services we are providing to you or to whom we can introduce you to including conveyancing and financial services products;
- to carry out targeted advertising to you on social media websites such as Facebook where you have already shown an interest in our services. This is done through analysing information we collect about your interactions on Our Site and making this available to social media networks;

Responding to Your queries:

- to help answer any questions which you have asked one of our agents or staff members;
- to provide you with a quote for our services;

Improving Our Site:

- to analyse cookie and website usage data to keep improving Our Site;
- to allow us to customise the content which is presented to you based on your likely interests;

Legal and Regulatory Obligations:

- to comply with applicable laws where we are obliged to retain and/or disclose certain information;
- to investigate or address claims or complaints relating to your use of our services;
- for internal and external auditing purposes;
- to carry out anti-money laundering checks;
- to carry out right to rent checks;

Other:

- to transfer information to any entity which may acquire rights in us;
- to collect a debt which is owed to us; and
- for onward referencing where you are a tenant; and
- retention of copyright in all advertising material (including photographs) used to market your property including reserving the right to use these for marketing initiatives following the sale of the property.

The Legal basis upon which we will deal with your information

Wherever we collect or use your personal information, we will make sure we do this for a valid legal reason. This will be for at least one of the following purposes:

- because it is necessary to fulfil the terms of our contract with you - if you have entered into a contract with us for example to sell a property or provide advisory services for a financial product;
- because it is necessary to support the legitimate interests of our business in operating Our Site and providing estate agency services in relation to Our Estate Agents efficiently to meet your needs - in all such cases, we will look after your information at all times in a way that is proportionate and respects your privacy rights and you have a right to object to processing.
- to meet responsibilities we have to our regulators, tax officials, law enforcement, or otherwise meet our legal responsibilities
- where we have obtained a clear consent from you - we will always make it clear when we need your consent and how you can change your permissions at any time thereafter.

If you would like to know more about the legal reasons or legitimate interests that apply to a particular way in which we use personal information you can contact us at any time. If you would like to know more about the legal reasons or legitimate interests that apply to a particular way in which Our Estate Agents use your personal information you should refer to their privacy notice or contact them directly.

Data Retention

The personal information that you provide will be retained by us in accordance with applicable laws and our internal Retention Policy. However, we will take reasonable steps to destroy or de-identify personal information we hold if it is no longer needed for the purposes set out above. We will only hold your personal information on our systems for as long as is necessary for the relevant purpose for which it was collected.

Right to personal information

You have a right to request that we provide you with a copy of your personal information that we hold and you have the right to be informed of; (a) the source of your personal information; (b) the purposes, legal basis and methods of processing; (c) the data controller's identity; and (d) the entities or categories of entities to whom your personal information may be transferred.

Right to rectify or erase personal information

You have a right to request that we rectify inaccurate personal information. We may seek to verify the accuracy of the personal information before rectifying it.

You can also request that we erase your personal information in the following limited circumstances:

- where it is no longer needed for the purposes for which it was collected; or
- where you have withdrawn your consent (where the data processing was based on consent); or
- following a successful right to object (see right to object); or
- where it has been processed unlawfully; or
- to comply with a legal obligation to which we are subject.

We are not required to comply with your request to erase personal information if the processing of your personal information is necessary:

- for compliance with a legal obligation; or
- for the establishment, exercise or defence of legal claims.

Right to restrict the processing of your personal information

You can ask us to restrict the processing of your personal information, but only where:

- its accuracy is contested, to allow us to verify its accuracy; or
- the processing is unlawful, but you do not want it erased; or
- it is no longer needed for the purposes for which it was collected, but you still need it to establish, exercise or defend legal claims; or
- you have exercised the right to object, and verification of overriding grounds is pending.

We can continue to use your personal information following a request for restriction:

- where we have your consent; or
- to establish, exercise or defend legal claims; or
- to protect the rights of another natural or legal person.

Right to transfer your personal information

You can ask us to provide your personal information to you in a structured, commonly used, machine readable format, or you can ask to have it transferred directly to another data controller, but in each case only where:

- the processing is based on your consent or on the performance of a contract with you; and
- the processing is carried out by automated means.

Right to object to the processing of your personal information

You can object to any processing of your personal information which has our legitimate interests as its legal basis, if you believe your fundamental rights and freedoms outweigh our legitimate interests.

If you raise an objection, we have an opportunity to demonstrate that we have compelling legitimate interests which override your rights and freedoms.

Right to object to how we use your personal information for direct marketing purposes

You can request that we change the manner in which we contact you for marketing purposes.

You can request that we do not transfer your personal information to unaffiliated third parties for the purposes of direct marketing or any other purposes.

Right to obtain a copy of personal information safeguards used for transfers outside your jurisdiction

You can ask to obtain a copy of, or reference to, the safeguards under which your personal information is transferred outside of the European Union.

We may redact data transfer agreements to protect commercial terms.

Contact Information

You can exercise your rights, raise a query or concern, report a breach or make a complaint by contacting the below;

The Manager

69 Cross Street, Sale, Cheshire, M33 7HF

lettings@thepropertyman.co.uk

How to lodge a complaint

If you remain unsatisfied with the way in which Countrywide have handled your data or dealt with your request / complaint you have a right to raise this with the relevant Supervisory Authority and to seek to enforce your rights through a judicial remedy.

Information Commissioner's Office

Wycliffe House Water Lane Wilmslow Cheshire SK9 5AF

Tel: 0303 123 1113

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

The ICO currently recommends you contact them within 3 months of your last contact with us.

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