# Fraine Property Management

Privacy Policy

Data Controller

How we protect and use your information

**Introduction**

At Fraine Property Management we are committed to protecting and respecting your privacy.

With this in mind and the new data protection legislation (known as General Data Protection Regulation – GDPR) which comes into force on 25th May 2018, we have made some changes to our terms and conditions.

These include:

• The data that we hold: How we use it: Why we need it: Who has access to it: What are your rights

Our Data Controller is Christine Fraine who you should contact with any queries: cmfraine@gmail.com

**How the law protects you:-**

Your privacy is protected by law.

Data Protection law says that we are allowed to use personal information only if we have a proper reason to do so. This includes sometimes sharing it outside Fraine Property Management.

The law says we must have one or more of these reasons:

• To fulfil a contract we have with you, or

• When it is our legal duty, or

• When it is in our legitimate interest, or

• When you consent to it

A legitimate interest is when we have a business or commercial reason to use your information although even then it must not unfairly go against what is right and best for you.

**Who we are:-**

Fraine Property Management do all we can to respect your right to privacy and the protection of your personal information. We are a small family run business and take care with what we do with your information in order to run our business and provide our tenants with quality accommodation in a safe and secure environment.

**The information we use and where we get it from:-**

We collect and process various types of personal information, including basic information such as name, address, phone number, email address, date of birth, national insurance number, information about your place of study and your parental guarantor’s name and contact details. We collect this information to form a contract with you and it will have been provided by yourself or in the guarantor’s case, it will have been provided by your son or daughter.

We also collect and retain a copy/copies of your identification as it is our legal duty to ascertain you have a Right to Rent, or in the guarantor’s case because it is in our legitimate interest. This information is provided by yourself.

**Your rights**

You have a number of legal rights to control what we do with your information. For example, you can ask us to tell you what information we have about you and get a copy of it; correct or update information that is wrong; stop us using your information in certain circumstances.

Please note that in some cases, asking us to do this may mean that we are no longer able to provide you with accommodation.

For more information on how and when you can ask us to do this, or if you would like to complain to our Data Protection Officer, please contact us at 07785926264.

We hope that we can resolve any complaints, but if we don’t you can contact the Information Commissioner’s Office (ICO).

**How we use your information and process your data:-**

GDPR law says that we can only use your personal information if we have a proper reason to do so. This includes sharing your data with third parties. We use this information mainly to ensure your suitability as a tenant but also to pass to your landlord or such bodies as the Deposit Protection Service to protect your deposit, the local council for council tax purposes or to debt collection or tracing agencies if you have vacated the premises in breach of your tenancy agreement.

We may also pass your contact details to third party contractors to allow them to contact you to arrange access to the property you are occupying to carry out any necessary works. We also use it to comply with laws and regulations that apply to us and to protect our business and tenants and employees.

**Sharing your information with others**

We keep your information confidential and will only share it for the purposes mentioned in our privacy policy (see above). This may include sharing with third parties such as service providers, credit reference and fraud prevention agencies and law enforcement agencies or regulators.

**Transferring information overseas:-**

All the information we hold on you will be used and stored in the UK.

**Marketing:-**

Unless you have told us not to, we may occasionally send you marketing information relating to properties which may be of interest to you.

If you decide you do not want to receive this communication you can tell us at any time by contacting Fraine Property Management on 07785926264 or by emailing cmfraine@gmail.com

Fraine Property Management will not share your information with third parties for their own marketing purposes without your permission. We will never sell our information.

**Communications about your tenancy:-**

We use the contact details you have provided to us to send you information relevant to your tenancy including email, Whatsapp, text, phone and post.

**Credit reference agencies:-**

We use and share information because we may be asked by a prospective landlord to provide a reference for you at some point in the future.

**How long we keep your information:-**

We don’t keep your information for longer than we need to, which is usually up to six years after you cease to be a tenant, unless we are required to keep it longer (for example due to a court order or investigation by law enforcement agencies or regulators)

**Security:-**

We are committed to ensuring that your information is secure with us and with third parties who act on our behalf. We may use tools to make sure that you information remains confidential and accurate and we may monitor or record calls, emails, Whatsapp or text messages or other communications in order to protect you and us.

**Breaches:-**

In the event of any breaches that we believe there is a serious breach to our systems or data we will inform the Information Commissioners Office within 72 hours and will inform the affected customers as soon as practically possible there afterwards