

# BeneFactors Property Management Limited

## General Data Protection Regulations (GDPR)

### FAIR PROCESSING NOTICE (FPN)

This notice explains what information we collect, when we collect it and how we use this information. During the course of our business activities, we shall 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 shall handle your information.

#### **1. WHO WE ARE**

We, BeneFactors Property Management Limited, of 23 Rubislaw Den North, Aberdeen, United Kingdom, AB15 4AL, take the issue of security and data protection seriously, and, strictly adhere to guidelines published in the Data Protection Act of 2018 and 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 registered as a data controller with the Information Commissioner's Office (ICO) under registration number ZA335004, and we are the sole data controller of any personal data that you provide to us.

The responsible person for data protection matters is Janet Murray, Operations Director.

Any queries relating to this notice and our privacy practices should be sent by e-mail to [info@benefactorsproperty.co.uk](mailto:info@benefactorsproperty.co.uk).

#### **2. HOW WE COLLECT INFORMATION FROM YOU AND WHAT INFORMATION WE COLLECT**

We collect information about you:

- When you become a landlord by entering into a letting management contract, request services or repairs at the let property, or otherwise provide us with your personal details in relation to the administration of you being a landlord;
- When you are a prospective tenant and provide personal details and/or paperwork to us in respect of supporting your application;
- When you become a tenant by entering into a tenancy agreement, request services or repairs at the let property, or otherwise provide us with your personal details in relation to the administration of you being a tenant;

- When you become a client by entering into a factoring management contract, request services or repairs at the factored development, or otherwise provide us with your personal details in relation to the administration of you being a client;
- When you use our website to report any property management related issues or enquiries, make a complaint, or otherwise provide us with your personal details;
- When you use our website to browse its contents but do not disclose any personal information, we collect anonymous technical information about your visit using cookies;
- When you arrange to make payments to us for fees or rent, or otherwise provide us with your financial details.

In order to consider your application for a tenancy agreement and to fulfil the landlord's duties under any subsequent contract, we require to collect the following information about you:

- Full name;
- Current address;
- Contact number;
- E-mail address;
- Date of birth.

We also have a legitimate interest in obtaining, processing and storing the following information about you:

- National Insurance number;
- Passport number;
- Previous tenancy details;
- University/college details;
- Employment details;
- Proof of tax exemption;
- Guarantor details (if applicable);
- Emergency contact details.

We may also receive the following information from third parties, and have a legitimate business interest in processing that information, about you:

- Benefits information, including awards of Housing Benefit/Universal Credit;
- Payments made by you to us;
- Complaints or other communications regarding behaviour or other alleged breaches of the terms of your contract with us, including information obtained from Police Scotland;
- Reports as to the conduct or condition of your tenancy, including references from previous tenancies, and complaints of anti-social behaviour.

### **3. WHY WE NEED THIS INFORMATION ABOUT YOU AND HOW IT SHALL BE USED**

We need your information and we shall 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 enable us to respond to your repair request, housing application or complaint made;

- 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 services or legislation which may affect you;
- For all other purposes consistent with the proper performance of our operations and business.

#### **4. SHARING OF YOUR INFORMATION**

The information you provide to us shall be treated by us as confidential and shall be processed only by our staff within the UK/European Economic Area (EEA). We may disclose your information to other third parties who act for us where it is in our or the third party's legitimate business interests, so long as those interests are not contrary to your rights and freedoms under data protection laws. This includes the following:

- If we enter into a joint venture with or merge with another business entity, your information may be disclosed to our new business partners or owners;
- If we instruct repair or maintenance works, your information may be disclosed to any contractor;
- If we are investigating a complaint, information may be disclosed to local authority departments, Police Scotland, Scottish Fire and Rescue Service, and others involved in any complaint, whether investigating the complaint or otherwise;
- If we are updating tenancy details, your information may be disclosed to third parties, such as utility companies and local authorities;
- If we are investigating payments made or otherwise, your information may be disclosed to our bank, payment processors, local authorities and the Department for Work and Pensions;
- If we take payment from you, or make payments to you, we may be required to disclose your information to our client bank account provider;
- If we are asked by HMRC in regard to your taxation, your information may be accordingly disclosed;
- If we are asked by another letting agent in relation to a housing application you have made with them, your information regarding your tenancy may be disclosed in order to assist their decision-making process.

Unless required to do so by law, we shall not otherwise share, sell or distribute any of the information you provide to us without your prior written consent.

#### **5. TRANSFERS OUTSIDE THE UK AND EUROPE**

The majority of your information shall be used and held within the UK and/or EEA.

Some parts of our online operations may be stored outside the UK and/or EEA. Where your data is stored outside the UK and/or EEA, our service providers have their own privacy policies and are obligated to comply with the requirements of the GDPR in the same manner as we are.

Where information is transferred outside the UK and/or EEA, we shall ensure that any transfer is legal and that there are adequate safeguards in place to protect your information in accordance with this notice, including password protection.

## **6. SECURITY**

When you give us information we take steps to make sure that your personal information is secure and safe. Details of how we implement these measures can be found on our Privacy Policy.

## **7. HOW LONG WE SHALL KEEP YOUR INFORMATION**

We review our data retention periods regularly and we shall only hold your personal data for as long as is necessary for the relevant activity, or as is required by law (we may be legally required to hold some types of information), or as set out in any relevant contract we have with you.

When your information is no longer required to be held by us, all reasonable attempts shall be made to dispose of this information in a secure and responsible manner.

Our full retention schedule can be found on our Privacy Policy.

## **8. YOUR RIGHTS**

You have the right at any time to:

- ask us for a free copy of the information about you held by us in our records;
- make a request that we correct any inaccuracies in your information;
- make a request to us to delete what personal data we hold about you;
- allow me to restrict or object to processing;
- data portability (in certain circumstances);
- be informed of and challenge any decisions based solely on automated processing; and
- object to receiving any marketing communications from us.

If you would like to exercise any of your right above, please send your request in writing by e-mail to [info@benefactorsproperty.co.uk](mailto:info@benefactorsproperty.co.uk) or by post to our office address at 23 Rubislaw Den North, Aberdeen, United Kingdom, AB15 4AL.

Should you wish to complain about the use of your information, you should contact us to resolve this matter in the first instance. You also have the right to complain to the Information Commissioner's Office (ICO) in relation to our use of your information.

The contact details of the ICO are noted below:

The Information Commissioner's Office – Scotland  
45 Melville Street  
Edinburgh  
EH3 7HL

Telephone: 0303 123 1115

E-mail: [scotland@ico.org.uk](mailto:scotland@ico.org.uk)

The accuracy of your information is important to us. Please help us keep our records updated by informing us of any changes to your details.