

SJ Property Services data controller is Alexander Cobb and is contactable on alex@sjpropertyservices.com

SJ Property services have a legitimate interest in requiring data as a precondition of the contract.

Reasons/purposes for processing information

We process personal information to enable us as a letting agent to carry out property management services; promote and advertise our services; maintain our own accounts and records; and support and manage our employees.

Type/classes of information processed

We process information relevant to the above reasons/purposes. This may include:

- personal details
- family details
- lifestyle and social circumstances
- employment and educations details
- goods and services
- financial details
- all information contained in references.

We also process sensitive classes of information that may include:

- racial or ethnic origin
- religious or other beliefs
- trade union membership
- physical or mental health details
- Who the information is processed about

We process personal information about:

- customers
- tenants
- professional advisers and consultants
- complainants, enquirers
- suppliers
- landlords
- employees
- guarantors

The Data collected is provided by the data subject volunteering the information for the pre-condition of the contract and legitimate interests, in this scenario this would not require consent. This information can be volunteered via;

- Email
- Post
- Hand delivery
- Verbal

Storage of data

We store data securely on a password protected local server access to this data is confined to employees of SJ Property Services, unless shared information is required. The data controller regularly monitors of usage and access periodically to ensure compliance and safe keeping. Data will be stored for up to 1 year after a failed tenancy application, for up to 6 years after the expiry of the tenancy and guarantor agreement.

Who the information may be shared with

We sometimes need to share the personal information we process with the individual themselves and with other organisations. Where this is necessary we are required to comply with all aspects of the Data Protection Act (DPA).

What follows is a description of the types of organisations we may need to share some of the personal information we process with for one or more reasons.

Where necessary or required we share information with:

- business associates
- suppliers of goods or services including contractors
- financial organisations
- credit reference agencies
- debt collection and tracing agencies
- local and central government
- police forces
- current, past and prospective employers
- employment and recruitment agencies
- educators and examining bodies
- other companies in the same group

Trading and sharing personal information

Personal information is traded and shared as a primary business function. For this reason, the information processed may include name, contact details, family details, financial details, employment details, and goods and services. This information may be about customers and clients. The information may be traded or shared with business associates and professional advisers, agents, service providers, customers and clients, and traders in personal data.

Undertaking research

Personal information is also processed to undertake research. For this reason, the information processed may include name, contact details, family details, lifestyle and social circumstances, financial details, good and services. The sensitive types of information may include physical or mental health details, racial or ethnic origin and religious or other beliefs. This information is about survey respondents. Where necessary or required this information may be shared with customers and clients, agents, service providers, survey and research organisations.

Consulting and advisory services

Information is processed for consultancy and advisory services that are offered. For this reason, the information processed may include name, contact details, family details, financial details, and the goods and services provided. This information may be about customers and clients. Where necessary this information is shared with the data subject themselves, business associates and other professional advisers, current, past or prospective employers and service providers.

CCTV for crime prevention

CCTV is used for maintaining the security of property and premises and for preventing and investigating crime, it may also be used to monitor staff when carrying out work duties. For these reasons the information processed may include visual images, personal appearance and behaviours. This information may be about staff, customers and clients, offenders and suspected offenders, members of the public and those inside, entering or in the immediate vicinity of the area under surveillance. Where necessary or required this information is shared with the data subjects themselves, employees and agents, services providers, police forces, security organisations and persons making an enquiry.

Transfers

It may sometimes be necessary to transfer personal information overseas. When this is needed information is only shared within the European Economic Area (EEA). Any transfers made will be in full compliance with all aspects of the data protection act.

Erasure rights

Our retention periods are based on business needs and your information that is no longer needed is either irreversibly anonymised or destroyed securely. Use for marketing: We retain your personal information for as long as is necessary, but only for the relevant purpose that we collected it for. You retain the right to remove this consent at any point. Use to perform a contract: In relation to your information used to perform any contractual obligation with you we may retain that data whilst the contract remains in force plus one year to deal with any queries or claims thereafter. Where claims are contemplated: In relation to any information where we reasonably believe it will be necessary to defend or prosecute or make a claim against you, us or a third party, we may retain that data for as long as that claim could be pursued.

Disposing of data

Our retention periods are based on business needs and your information that is no longer needed is either irreversibly anonymised or destroyed securely