

FAIR PROCESSING NOTICE

Last Reviewed September 2020

We are committed to respecting your privacy and information and recognise the need to process this in an appropriate and lawful manner, we therefore strictly adhere to the guidelines stated in the General Data Protection Regulation, together with any domestic laws subsequently enacted.

This Fair Processing Notice explains which information we collect and how we use, store, process, handle and destroy/delete this information (which may be held electronically, on paper or otherwise). By using our website, providing us with any of your information or engaging in any business with us, you agree to us using your information as described in this Fair Processing Notice.

Please note; our website is designed for people aged 18 or over, we therefore do not knowingly collect any personal information from people under this age.

This Fair Processing Notice is broken down in to the following sections:

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2. Data Protection Officer
3. Information We Collect Directly from You & How It's Used
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10. Your Rights
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1) WHO ARE 'WE'?

Company Name: John Michael Properties Limited
Company Number: 5582870 Registered in England & Wales
Registered Address: 2 Tower House, Hoddesdon, Herts EN11 8UR
Trading Address: 13 London Road, Bishops Stortford, Herts CM23 5NA

We are registered with the Information Commissioner's Office (ICO) and are the Data Controller of any personal information provided to us, our registration number is Z2159266.

2) DATA PROTECTION OFFICER

Any questions relating to this Fair Processing Notice and our data protection practices can be sent to our nominated Data Protection Officer whose contact details are as follows:

Name: Jenna Upson
Telephone: 01279 248000
Email: jenna@johnmichaelproperties.co.uk
Address: John Michael Properties, 13 London Road, Bishops Stortford, Herts CM23 5NA

It is important to us that all information held by us is accurate and correct, we therefore ask that you contact the above Data Protection Officer to inform us of any changes to your contact details such as your name, email address or telephone number.

3) INFORMATION WE COLLECT DIRECTLY FROM YOU & HOW IT'S USED

We collect the full name and telephone number of all people who engage with us, we may also collect a postal address or email address. If we are providing you with a service we will collect additional Personal Information, which can vary for each of the services we offer. The additional Personal Information we may collect includes, but is not restricted to:

Tenants

- **Contact details** so that we are able to contact you regarding suitable properties and viewings and so that we can contact you throughout the duration of your tenancy regarding the property and the tenancy, these details may include your full name, telephone number, email address and postal address
- **Search requirements** so that we are able to find properties which suit your needs, this may include any access requirements, number and ages of any children and number and details of any pets
- **Referencing details** so that we are able to conduct reference checks prior to tenancy, these details may include contact information, date of birth, current residency status and address, previous address details, current tenancy and landlord contact details, current employment and employment referee details, number and age of dependants and number and details of any pets
- **'Right to Rent'** details so that we are able to fulfil our legal obligation to conduct a Right to Rent check prior to the commencement of tenancy, this usually includes a copy of your passport and/or a biometric immigration document, driving licence, birth certificate or letter from an authority or government organisation
- **Bank details** so that we are able to set up a standing order for your rental payments. We may also collect card details from you should you wish to make payment of rent or any other monies by card (please note; card details are only ever entered directly in to our card payment machine are never written, recorded, stored or kept)

Landlords

- **Contact details** so that we are able to contact you regarding the letting and or management of your rental property, this may include your full name, telephone number, email address and postal address
- **Proof of ownership** so that we can verify that you are the legal owner of the property you intend to rent out, this could be a Land Registry title or other documents which identify you as the legal owner
- **Bank details** so that we are able to remit rental payments or any other payments due to you

Maintenance Contractors

- **Contact details** so that we are able to contact you regarding any required maintenance works, this may include the full company name and address, contact telephone number and contact email address
- **Public Liability Insurance details** to ensure that you have adequate insurance to carry out required maintenance works
- **Bank details** so that we are able to make payment of invoices

4) INFORMATION WE COLLECT FROM OUR WEBSITE

Our website provides the opportunity for you to provide us with some of your Personal Information via online forms so that we can contact you regarding your requirements if you wish. The online forms and information you may provide via these forms includes, but is not restricted to:

- **Contact Us** This form is designed for all users of our website and enables you to send us an email. This form asks for Personal Information such as your full name, email address and contact number(s) and allows you to provide us with any information that you choose to provide in the 'Message' field.

- **Register** This form is designed for prospective tenants and enables you to provide us with your contact details and search requirements so that we can contact you should any potentially suitable properties become available. This form asks for Personal Information such as your full name, email address and contact number(s) and allows you to provide us with general details regarding your search such as your budget, how many bedrooms you require, which type of property you require and any other information you choose to provide in the 'Notes' field.
- **Free Valuation** This form is designed for prospective landlords and enable you to provide us with your contact details and property details so that we are able to contact you to arrange a free valuation of your rental property. This form asks for Personal Information such as your full name, email address and contact number(s) in addition to general details regarding your rental property such as the number of bedrooms, type of property, address and any other information you choose to provide in the 'Notes' field.

Our website uses Cookies which automatically collect certain information when you visit our site, this information is not personally identifiable and we do not attempt to link this information with the individuals who visit our website. The information collected may include:

- Your Internet domain name and IP address
- The type of browser and operating system used to access our site
- The pages you visit
- The date and time of your visit

5) INFORMATION WE COLLECT FROM OTHER SOURCES

All information held by us is explicitly collected from individuals wishing to engage with us as outlined in this Fair Processing Policy. Most information is collected directly either in person, by telephone, by email or via our website – the only other sources we collect data from are Rightmove Plc (<https://www.rightmove.co.uk/>) if you choose to contact us as one of their users, or from HM Land Registry (<https://www.gov.uk/government/organisations/land-registry>) if we conduct a land registry search.

We do not buy, rent, lease or otherwise obtain information from any other sources unless stated in this Fair Processing Policy.

6) INFORMATION SHARING

We never sell or pass information on to third parties for marketing purposes. There may be instances where your information will be shared with third parties, but only when there is a legitimate reason pursuant to conducting our contract with yourselves or when we have a legal obligation to provide information. Circumstances in which your information may be shared with third parties include but are not limited to:

Tenants

- **Referencing companies** – prior to the commencement of tenancy you would be required to undertake a reference check, any information passed to a referencing company would be explicitly provided to us by yourself specifically for this reason
- **Deposit protection companies** – we are legally obliged to protect any deposits paid by a tenant, in order to protect this we must provide the deposit protection company with your full name, contact number, address, deposit amount, rental amount and tenancy dates
- **Energy suppliers and local council** – we will contact the energy suppliers and local council at the commencement of tenancy to inform them of your move in date and name, we may also provide them with your contact number and email address so that they can set up your account accordingly

- **Maintenance contractors** – whilst living at one of our rental properties, your name, contact details, email address and address may be passed to any relevant contractors so that they can arrange to tend to any maintenance issues at your property
- **Landlords** – landlords are provided with a copy of the tenancy agreement and deposit protection certificate at the commencement of tenancy. There may be circumstances which arise during the tenancy where the Landlord needs to contact you, in which case your details would be provided.

Landlords

- **Deposit protection companies** – we are legally obliged to protect any deposits paid by a tenant, in order to protect this we must provide the deposit protection company with your full name, contact number, home address and rental property address.
- **Maintenance contractors** – should any maintenance issues arise which are complex, we may pass your name and telephone number on to our maintenance contractors so that they can contact you directly regarding the issue.
- **Tenants** – tenants are provided with a copy of the tenancy agreement and deposit protection certificate at the commencement of tenancy which state your name and home address. There may be circumstances which arise during the tenancy where the tenant needs to contact you, in which case your details would be provided.
- **HMRC** – we are legally obliged to provide information relating to all tenancies we manage to HMRC, this may include your name, address, annual rental payments and rental property address.

Maintenance Contractors

- **Contact details** – tenants may be provided with your name and telephone number if they need to contact you directly regarding a maintenance issue you have been issued

7) MARKETING

We never sell or pass information to third parties for marketing purposes in any way. If you have had previous contact with us, your information may be used for marketing directly from us in the below circumstances:

- **If you have previously contacted us as a prospective tenant** we may contact you if any new rental properties become available which we feel may be suitable
- **If you have previously contacted us as a prospective landlord** we may contact you to see if you have any properties available for rent or if you require our services

If we do not have any continued business with yourself and you wish for us to dispose of your information for marketing purposes, please contact our Data Protection Officer who will dispose/destroy any information we are not legally obliged to retain.

8) HOW INFORMATION IS STORED

We are committed to ensuring that all information stored by us is kept in a safe and secure manner. Any paper documents containing information held by us are kept in locked filing cabinets, all electronic documents are kept on password secured computers which operate with a secure network.

9) HOW LONG INFORMATION IS KEPT FOR

Any personal information will be held for at least the duration of our business contract with yourselves, unless otherwise requested, we usually retain information for approximately 3 years after the end of our business contract with yourselves in case this information is needed for reference. Certain information may be retained for longer than this period if we have a legal obligation to keep this for a longer period.

10) YOUR RIGHTS

You have the right to contact us at any time to request a copy of any of your information held by us, to request that we make corrections to any inaccuracies in your information, to make a request for us to delete any of your information held by us (except for any information we are legally obliged to keep) or to object to any marketing communications from us.

Should you wish to exercise any of your rights, please contact our Data Protection Officer (whose details are listed above).

11) COMPLAINTS

Should you wish to make a complaint regarding our use of your information, we kindly ask that you contact our Data Protection Officer (whose details are listed above) in the first instance to resolve this. Alternatively, you have the right to contact the Information Commissioner's Office should you have a complaint regarding our use of your information, whose contact details are as follows:

Name: Information Commissioner's Office
Telephone: 0303 123 1113
Email: casework@ico.org.uk
Address: Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

12) UPDATES

We regularly review and edit this Fair Processing Notice to ensure its accuracy, we will amend the date at the top of this notice should any revisions, amendments or changes be made.