

Ochre Property - Privacy Notice

At Ochre Property, we understand that we have a responsibility to protect and respect your privacy and look after your personal data.

This Privacy Notice, inclusive of our General Terms of Service, explains what personal data we collect, how we use your personal data, reasons we may need to disclose your personal data to others and how we store your personal data securely.

For clarity, Ochre Property may be both data controller and data processor for your personal data under certain circumstances.

We must advise that this policy is subject to change, so please check our website on a regular basis for any further changes.

Data Protection law will change on 25 May 2018

This Privacy Notice sets out your rights under the new laws.

Who are we?

Ochre Property is a provider of residential and commercial property lettings and sales services, based in Lincoln. Ochre Property have a registered office at Oak House, Witham Park, Waterside South Lincoln LN5 7FB and company number 09390292. Shirley Grogan-White is the registered Data Protection Officer for Ochre Property.

How the law protects you

Data protection laws state that we are only able to process personal data if we have valid reasons to do so. The reasons we process your personal data include, but are not limited to, your consent, performance of a contract, billing and to contact you.

How do we collect personal data from you?

We receive information about you from you when you use our website, complete forms on our website, make a booking (including through third party providers), if you contact us by phone, email or otherwise in respect of any of our products and services or during the purchasing of any such product.

Additionally we also collect information from you when you sign up, enter a competition, promotion or survey or when you inform us of any other matter.

If you provide us with personal data about a third party, you warrant that you have obtained the express consent from the third party for the disclosure and use of their personal data.

What type of data do we collect from you?

The personal data that we may collect from you includes your name, address, email address, phone numbers and payment information. We also retain records of your queries and correspondence, in the event you contact us.

Why we hold and process information

This notice sets out how we hold and process information we hold about you. We process personal information about our customers including tenants, landlords and guests and possible new tenants, landlords and guests so we can provide residential, commercial and serviced accommodation in both the lettings and sales sectors. We may use the personal information you give us in a number of ways, for example to decide whether to let the property to you; to prevent fraud, for accounting and auditing purposes, for managing property or for debt collection.

How we use your personal information

We will only use your personal information for the following purposes:

- To deal with lettings, sales, bookings and accommodation stays;
- To deal with applications for tenancies, bookings and stays;
- To check suitability for tenancies, bookings and stays (including credit, immigration and similar checks);
- To manage and let property;

- To collect rent and other payments;
- To deal with tenancy deposits;
- To process orders and bookings that you have submitted to us
- To provide you with products and services;
- To comply with our contractual obligations we have with you;
- To help us identify you and any accounts you hold with us;
- To enable us to review, develop and improve the website and our services;
- To provide customer care, including responding to your requests if you contact us with a query;
- To administer accounts, process payments and keep track of billing and payments;
- To detect fraud and to make sure what you have told us is correct;
- To carry out marketing and statistical analysis;
- To notify you about changes to our website and services;
- To provide you with information about products or services that you request from us or which we feel may interest you, where you have consented to be contacted for such purposes; and
- To inform you of service and price changes
- To comply with applicable laws, regulations and rules

By law, we have to carry out immigration checks on new tenants and residents. We have to keep copies of the documents we inspect as part of these checks. We may keep these copies on computer.

Sharing information with others

We may need to share personal information we process with others. If we have to do this, we will keep to Data Protection legislation.

Depending on the circumstances, we may share information with:

- other landlords;
- employers;
- educational institutions, universities and colleges;
- suppliers (including gas, electricity and water companies) and service providers;
- financial organisations (including banks);
- credit and tenant reference agencies;
- tenancy deposit schemes;
- debt-collection and tracing agencies;
- public and government bodies (including those who deal with benefits and council tax);
- contractors and repairers;
- letting and managing agents; and
- any future owner of the property.

This does not mean that we necessarily share information with all of the above but we may do so if we need to.

Council tax, utilities and services

To make sure that council tax, utility and service bills (including water charges) are correctly collected, we share information with the relevant local authority and utility or service providers. We also share this information to make sure that bills are sent to the correct person and charges and debts can be collected. By law, in certain areas we have to pass information about who lives in a property to water companies. In all other areas, although this is voluntary, we may pass this information to water companies.

Retention periods

We will keep your personal data for the duration of the period you are a customer of Ochre Property. We shall retain your data only for as long as necessary in accordance with applicable laws.

We may keep your data for up to 6 years after you have cancelled your services with us. We may not be able to delete your data before this time due to our legal and/or accountancy obligations. We may also keep it for research or statistical purposes. We assure you that your personal data shall only be used for these purposes stated herein.

Third Parties

For the avoidance of doubt, we do not and never shall sell your personal data to third parties for marketing or advertising purposes.

We may share your information if we are acquired by a third party and therefore your data will be deemed an asset of the business. In these circumstances, we may disclose your personal data to the prospective buyer of our business, subject to both parties entering into appropriate confidentiality undertakings. Similarly, we may share your personal data if we are under a duty to disclose data in order to comply with any legal obligation or to protect the rights, property, or safety of Ochre Property, our customers, or others. This includes but is not limited to exchanging information with other companies and organisations for the purposes of fraud protection, credit risk reduction and dispute policies. However, we will take steps with the aim of ensuring that your privacy rights continue to be protected.

Accessing and updating your data

You must maintain the accuracy of your information and ensure all your details, including but not limited to, name, address, title, phone number, e-mail address and payment details are kept up to date at all times whilst using our services.

You have the right to access the information we hold about you. Please email your requests to lettings@ochreproperty.com so that we can obtain this information for you.

Your rights

In preventing the use or processing of your personal data, it may delay or prevent us from fulfilling our contractual obligations to you. It may also mean that we shall be unable to provide our services or process the cancellation of your service.

You have the right to object to our use of your personal data, or ask us to delete, remove or stop using it if there is no need for us to keep it. This is known as your right to be forgotten. There are legal and accountancy reasons why we will need to keep your data, but please do inform us if you think we are retaining or using your personal data incorrectly.

Our Privacy Notice shall be made clear to you at the point of collection of your personal data. You have the right to ask for a copy of the information that we hold about you. We may make a small charge for this service. We want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove information if this is not accurate.

You have the right to ask us not to process your personal data for marketing purposes. If you choose not to receive marketing communications from us about our products and services, you will have the choice not to choose these by ticking the relevant boxes situated on the pages at sign up.

We will not contact you for marketing purposes unless you have given us your prior consent. You can change your marketing preferences at any time by emailing lettings@ochreproperty.com

Links to other sites

Ochre Property may provide links to third party sites. Since we do not control those websites, we encourage you to review the privacy policies of these third party sites. Any information that is supplied on these sites will not be within our control and we cannot be responsible for the privacy policies and practices of these.

Where we store your personal data

We follow accepted ISO standards to store and protect the personal data we collect, including the use of encryption if appropriate.

As the transmission of information via the internet is not completely secure, we cannot guarantee the security of your data transmitted to us and any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

Any sensitive data (payment details for example) are encrypted and protected.

Data Breaches

In the event of a data breach, we shall ensure that our obligations under applicable data protection laws are complied with where necessary.

Contact us

Please e-mail any questions or comments you have about privacy to us at lettings@ochreproperty.com

Your right to make a complaint

You have the right to make a complaint about how we process your personal data to the Information Commissioner:

<https://ico.org.uk/concerns/>
Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Tel: 0303 123 1113

I have received a copy of Ochre Property's Privacy Notice and agree to the content therein.

Name: _____

Name: _____

Signed: _____

Signed: _____

Date: _____

Date: _____

We would like to tell you about the great offers, ideas, products and services of Ochre Property from time to time that we think you might be interested in. Where we have your consent or it is in our legitimate interests to do so, we may do this through the post, by email, text message or by any other electronic means.

We won't send you marketing messages if you tell us not to, but if you receive a service from us we will still need to send you occasional service-related messages. If you wish to amend your marketing preferences, you can do so by e-mailing lettings@ochreproperty.com

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Yes

No