



Privacy Policy

for Butlin Property Services Limited

Butlin Property Services Limited treats the privacy of its customers and website users very seriously and we take appropriate security measures to safeguard your privacy. This policy explains how we protect and manage any personal data* you share with us and that we hold about you, including how we collect, process, protect and share that data.

*Personal data means any information that may be used to identify an individual, including, but not limited to, a first and last name, a home or other physical address and an e-mail address or other contact information whether at work or at home.

How we obtain your personal data

Information provided by you

You provide us with personal data either on your tenant application form, via an online contact form or over the telephone. This includes name, address history, employment details, date of birth, e-mail address, telephone numbers, nationality, passport number, national insurance number, photo identification, current Landlord details, Right to Rent information and standing order details. We use this information in order to reference and credit reference you for eligibility to rent a specific property from our Landlord client and to manage your tenancy.

We may also keep information contained in any correspondence you may have with us by post or by e-mail. We may also record telephone conversations.

The legal basis of our holding your personal data is for the performance of a contract.

Information we get from other sources

We only obtain information from third parties if this is permitted by law. We may also use legal public sources to obtain information about you, for example, to verify your identity and credit history.

This information (including your name, address, e-mail address, date of birth etc), as relevant to us, will only be obtained from reputable third-party companies that operate in accordance with General Data Protection Regulation (GDPR). You will already have submitted your personal data to these companies and specifically given permission to allow them to pass this information to other companies that provide similar or complementary products and services to those we offer.

How we use your personal data

We use your personal data to manage and administer your tenancy as a processor for Butlin Property Services. We also act as processor in regard to the sending off of your standing order instructions to your bank. We undertake at all times to protect your personal data, including any financial details, in a manner that is consistent with the requirements of the General Data Protection Regulation and the Property Redress Scheme concerning data protection. We also take all reasonable security measures to protect your personal data in storage, where the company are also consistent with the requirements of the General Data Protection Regulation concerning data protection.

Do we use your personal data for marketing purposes?

Any information that you choose to give us will not be used for external marketing purposes by us. We will hold your personal data only for the purposes of administering and managing your tenancy. We may occasionally send you offers or incentives during your tenancy but you will not be contacted by us for internal marketing after your tenancy has ended.

Information about cookies

A cookie is a small text file stored on your browser, for example, internet explorer. We do not use cookies on our own www.butlinps.co.uk website.

Sharing Information

We will keep information about you confidential and will only disclose your information with other third parties with your express content with the exception of the following categories of third parties:

Categories of third parties

- Your Landlord/s or the Landlords solicitor
- Insurance companies, loss assessors, regulatory authorities and other fraud prevention agencies for the purpose of fraud prevention and to comply with any legal and regulatory issues ad disclosures;
- Mailing or printing agents, contractors, utility companies and advisors that provide a service to us or act as our agents on the understanding that they keep the information confidential;
- Anyone to whom we may transfer our rights and duties to under any agreement we have with your Landlord
- Any legal or crime prevention agencies and/or to satisfy any regulatory request (including recognised industry bodies) if we have a duty to do so or if the law allows us to do so.

How long do we keep this information about you?

We keep information in line with the retention policy for the industry. These retention periods are in line with the length of time we need to keep your personal information in order to manage and administer your tenancy and also take into account our need to meet any legal, statutory and regulatory obligations. Our need to retain your personal information will be reassessed on a regular basis and information which is no longer required will be sensitively disposed of.

Data subject rights

Subject access rights

The General Data Protection Regulation (GDPR) grants you (hereinafter referred to as the 'data subject') the right to access particular personal data that we hold about you. This is referred to as a subject access request. We shall respond promptly and certainly within one month from the point of receiving the request and all necessary information from you. Our formal response shall include details of the personal data we hold about you including the following:

- Sourced from which we acquired the information
- The purposes for processing the information; and
- Persons and entities with whom we are sharing the information.

Right to Rectification

You, the data subject, shall have the right to obtain from us, without undue delay, the rectification of inaccurate personal data we hold concerning you. Taking into account the purposes of the processing, you, the data subject, shall have the right to have incomplete personal data completed, including by means of providing a supplementary statement.

Right to erasure

You, the data subject, shall have the right to obtain from us the erasure of personal data concerning you without undue delay.

Right to restriction of processing

Subject to exemptions, you, the data subject, shall have the right to obtain from us restriction of processing where one of the following applies:

- a) The accuracy of the personal data is contested by you, the data subject, and is restricted until the accuracy of the data has been verified;
- b) The processing is unlawful and you, the data subject, oppose the erasure of the personal data and instead request the restriction in its use;
- c) We no longer need the personal data for the purposes of processing, but it is required by you, the data subject, for the establishment, exercise or defence of legal claims
- d) You, the data subject, have objected to processing of your personal data pending the verification of whether there are legitimate grounds for us to override these objections.

Notification obligation regarding rectification or erasure of personal data or restriction of processing

We shall communicate any rectification or erasure of personal data or restriction of processing as described above to each recipient to whom personal data has been disclosed, unless this proves impossible or involves disproportionate effort. We shall provide you, the data subject, with information about those recipients if you request it.

Right to data portability

You, the data subject shall have the right to receive your personal data, which you have provided to us, in a structured, commonly used and machine-readable format and have the right to transmit this data to another controller, without hindrance from us.

Right to object

You, the data subject, shall have the right to object, on grounds relating to your particular situation, at any time to the processing of personal data concerning you, including any personal profiling; unless this relates to processing that is necessary for the performance of a task carried out in the public interest or an exercise of official authority vested in us. We shall no longer process the personal data unless we can demonstrate compelling legitimate grounds for the processing which override the interests, rights and freedoms of you, the data subject, or for the establishment, exercise or defence of legal claims.

Right to not be subject to decisions based solely on automated processing

We do not carry out any automated processing, which may lead to an automated decision based on your personal data.

Invoking your rights

If you would like to invoke any of the above data subject rights with us, please write to the Data Protection Officer at Butlin Property Services, 40 Howard Road, Leicester, LE2 1XG or e-mail lettings@butlinps.co.uk

Accuracy of Information

In order to provide the highest level of customer service possible and to stay fully compliant, we need to keep accurate personal data about you. We take reasonable steps to ensure the accuracy of any personal data or sensitive information we obtain. We ensure that the source of any personal data or sensitive information is clear and we carefully consider any challenges to the accuracy of the information. We also consider when it is necessary to update the information, such as name and address or right to rent changes and you can help us by informing us of these changes when they occur.

Important Information

Questions and Queries

If you have any questions or queries which are not answered by this Privacy Policy, or have any potential concerns about how we may use this personal data we hold, please write to the Data Protection Officer at Butlin Property Services, 40 Howard Road, Leicester, LE2 1XG or e-mail lettings@butlinps.co.uk

Policy changes

This Privacy Policy is regularly reviewed. This is to make sure that we continue to meet the highest standards and to protect your privacy. We reserve the right, at all times, to update, modify or amend this policy. We suggest that you review this Privacy Policy from time to time to ensure you are aware of any changes we may have made, however we will not significantly change the way we use information you have already given to us without prior agreement. The latest version of this policy can be found on our website www.butlinps.co.uk

If you have a complaint

If you have a complaint regarding the use of your personal data or sensitive information then please contact us by writing to the Data Protection Officer at Butlin Property Services, 40 Howard Road, Leicester, LE2 1XG or e-mail lettings@butlinps.co.uk and we will do our best to help you.

If you have exhausted our complaints process, your complaint is not resolved to your satisfaction and you wish to make a formal complaint to the Information Commissioner's Officer (ICO), you can contact them on 0303 123 1113.