

# Hearthstone Property Management

## Data Privacy Notice, 30<sup>th</sup> April 2018

Hearthstone Property Management Limited ("Hearthstone") is committed to protecting the privacy and security of your personal information. This privacy notice describes how we collect and use personal information about you during and after your business interactions with us in accordance with the General Data Protection Regulation (GDPR).

Hearthstone is a "data controller". This means that we are responsible for deciding how we hold and use personal information about you.

It is important that you read this notice so that you are aware of how and why we are using such information.

We will comply with data protection law. This says that the personal information we hold about you must be:

1. Used lawfully, fairly and in a transparent way;
2. Collected only for valid purposes that we have clearly explained to you and not used in any way that is incompatible with those purposes;
3. Relevant to the purposes we have told you about and limited only to those purposes;
4. Accurate and kept up to date;
5. Kept only as long as necessary for the purposes we have told you about;
6. Kept securely.

### The kind of information we hold about you

Personal data, or personal information, means any information about an individual from which that person can be identified. It does not include data where the identity has been removed (anonymous data).

There are "special categories" of more sensitive personal data which require a higher level of protection.

We will collect, store, and use the following categories of personal information about you:

- Personal contact details such as name, addresses, telephone numbers and personal email addresses;
- Date of birth;
- Passport details/personal identity information;
- Bank statements;
- Bank account details.

### How do we use the information collected about you?

We will only use your personal information when the law allows us to. Most commonly, we will use your personal information in the following circumstances:

1. Where we need to fulfil a contract of services;
2. Where we need to establish if a contract of services can be formed;
3. Where we need to comply with a legal obligation;
4. Where it is necessary for our legitimate interests (or those of a third party) and your interests and fundamental rights do not override those interests.

We use personal information about you to either manage a property for you as a landlord or to manage a tenancy.

Hearthstone has legitimate business processes which we have assessed as having a lawful basis for using personal information. In most circumstances you will provide this personal information to us directly. These processes are listed below:

- Passing the names of new tenants to utility companies;
- Requesting and reviewing references which are provided to us;
- Making 'right to rent' checks on identity cards/passports and holding full copies for compliance with the law;

- Passing information to a third-party credit check service provider;
- Disclosing details of a tenant who has left leaving rent arrears to a tracing agent or debt collector to help them recover money owed;
- Passing on forwarding addresses of former tenants to utility companies;
- Providing tenant's contact details to repairers if work needs to be carried out;
- Notifying other joint tenants of any rent arrears owed by another tenant;
- Informing the guarantor where the tenant has failed to pay rent;
- Assessing legitimate mortgages are in place to allow for a tenancy agreement to be put in place.

#### [If you fail to provide personal information](#)

If you fail to provide certain information when requested, we may not be able to provide you with our services or we may be prevented from complying with our legal obligations in which event we may not be able to continue to provide services to you or consider you for a contract of services.

#### [Change of purpose](#)

We will only use your personal information for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If we need to use your personal information for an unrelated purpose, we will notify you and we will explain the legal basis which allows us to do so.

Please note that we may process your personal information without your knowledge or consent, in compliance with the above rules, where this is required or permitted by law.

#### [Do we need your consent?](#)

We do not need your consent if we use your personal information in accordance with our written policy to carry out our legal obligations or exercise specific rights to the operation of our business.

In the ordinary course of managing Hearthstone do not expect to come into possession of special categories of data. In very rare circumstances we may approach you for your written consent to allow us to process such data. If we do so, we will provide you with full details of the information that we would like and the reason we need it, so that you can carefully consider whether you wish to consent

#### [Automated decision making](#)

We do not envisage that any decisions will be taken about you using automated means, however we will notify you in writing if this position changes.

#### [Which third-party service providers process my personal information?](#)

Our third-party service providers are: PIMS.co.uk for credit checking services, DPS for deposit protection services for security of tenant deposits, and Gas Safe for gas safety certification.

#### [How secure is my information and third-party providers?](#)

We are required to take appropriate security measures to protect your personal information in line with our policy.

We have put in place appropriate security measures to prevent your personal information from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal information to Company employees only. They will only process your personal information on our instructions and they are subject to a duty of confidentiality.

We have put in place procedures to deal with any suspected data security breach and will notify you and any applicable regulator of a suspected breach where we are legally required to do so.

## Data retention

### How long will you use my information for?

We will only retain your personal information for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal or accounting requirements.

## Rights of access, correction, erasure, and restriction

### Your duty to inform us of changes

It is important that the personal information we hold about you is accurate and current. Please keep us informed if your personal information changes during your relationship with Hearthstone.

### Your rights in connection with personal information

Under certain circumstances, by law you have the right to:

- Request access to your personal information (commonly known as a "data subject access request");
- Request correction of the personal information that we hold about you;
- Request erasure of your personal information;
- Object to processing of your personal information where we are relying on a legitimate interest;
- Request the restriction of processing of your personal information;
- Request the transfer of your personal information to another party.

If you want to review, verify, correct or request erasure of your personal information, object to the processing of your personal data, or request that we transfer a copy of your personal information to another party, please contact Hearthstone Property Management Ltd in writing.

## Right to withdraw consent

In the limited circumstances where you may have provided your consent to the collection, processing and transfer of special categories of your personal information for a specific purpose, you have the right to withdraw your consent for that specific processing at any time. To withdraw your consent, please contact Hearthstone Property Management Ltd using the contact information supplied at the end of this notice. Once we have received notification that you have withdrawn your consent, we will no longer process your information for the purpose or purposes you originally agreed to, unless we have another legitimate basis for doing so in law and this may result in an inability for us to provide or to continue to provide a service to you.

## Further Information

If you have any questions about this privacy notice or how we handle your personal information, please contact Hearthstone Property Management Ltd. You have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues.

## Changes to this privacy notice

We reserve the right to update this privacy notice at any time, and we will provide you with a new privacy notice when we make any substantial updates. We may also notify you in other ways from time to time about the processing of your personal information.

## Contact Details

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