

Tenancy/Contract Privacy Information

BOWEN

SINCE 1862

Tenant/Contract-holder Applicant Privacy Notice

Bowen is committed to protecting and processing your personal data in accordance with the General Data Protection Regulations and the Data Protection Act 2018 (the legislation). For the purpose of the legislation and your personal data, Bowen is the Data Controller at Old Town Hall, The Square, Ellesmere, Shropshire SY12 0EP.

The General Data Protection Regulations are to safeguard your personally identifiable information or personal data. This privacy notice will be regularly reviewed and updated.

Information held

The personal data we process may include the information in column A of the attached appendix and may also include other sensitive data concerning health, if relevant to your application. Where the provision of data is a statutory, a contractual requirement or a requirement necessary to enter into a contract, a refusal to provide the data may mean that we are unable to provide you with our service.

To ensure that we provide you with the best service possible we will need to collect and retain certain personal data. The data may be collected and processed by those listed in columns B and F. How we source the data is identified in column C. We may source data via or from third parties e.g. Credit referencing company.

Lawful basis of processing

Your personal data will be used for the activities in column D. There are six lawful bases for processing your data including consent, a legitimate interest, contract fulfilment, a legal obligation and a vital interest. For each usage of the data the lawful basis of the processing of your data will be identified in column E. A legitimate interest is when we have a business or commercial reason to process your personal data which needs to be balanced with your interests i.e. what is right and best for you.

Where we state that we have a legitimate interest, the fact that we have a legitimate interest and what that legitimate interest is, will be stated in column E, e.g. keeping in touch with you whilst you are looking for a property; to seek your consent when we need it to contact you.

Online identifiers, IP addresses and cookie identifiers

When you visit our website, we may collect information about your computer, including where available your IP address, operating system and browser type, for system administration and to report aggregate information to our advertisers. This is statistical data about our users' browsing actions and patterns.

We may obtain information by using a cookie file which is stored on the hard drive of your computer. Cookies contain information that is transferred to your computer's hard drive. They help us to improve our site and to deliver a better and more personalised service. They enable us:

- To estimate our audience size and usage pattern
- To store information about your preferences, and so allow us to customise our site according to your individual interests
- To speed up your searches
- To recognise you when you return to our site

You may refuse to accept cookies by activating the setting on your browser which allows you to refuse the setting of cookies. However, if you select this setting you may be unable to access certain parts of our site. Unless you have adjusted your browser setting so that it will refuse cookies, our system will issue cookies when you log on to our site. You can find more information about cookies at www.allaboutcookies.org. This policy only applies to our site. If you leave our site via a link or otherwise, you will be subject to the privacy policy of that website provider. We have no control over that privacy policy or the terms of the website and you should check their privacy policy before continuing to access the site.

Social Media

Any social media posts or comments you send to us (on our Facebook page, Twitter and LinkedIn) will

be shared under the terms of the relevant social media platform on which they are written and could be made public. We do not control these platforms, we are not responsible for this kind of sharing. We recommend that you review the terms and conditions and privacy policies of the social media platforms you use.

Recipients of personal data

It will be necessary for us to process or share all or some of your personal data with a range of individuals, businesses and organisations and these may include those listed in column F.

Where is the data stored?

Your personal data is stored in the way described in column G and the data is always stored within the European Union or outside of the European Union but with an organisation operating under the General Data Protection Regulations.

Retention period and criteria used to determine the retention period

We will retain some elements of your personal data for up to the time defined in column H after your enquiry. The information which can be anonymized will be that which is no longer required for either contractual fulfilment or a legitimate interest. If the lawful basis for processing your data was given by consent, then you may withdraw such consent at any time.

Where you have actually carried out a property/dwelling viewing we will hold your data for a longer period of time compared to if you have only enquired of our service and we have been unable to help you.

Your rights

You have a right of access to check your personal data to verify the lawful basis of processing. We are obliged to respond to an access request within 30 days and may not charge a fee unless the request is unfounded, excessive or repetitive. If a fee is charged it is to be a reasonable fee based upon the administrative cost of providing the information.

You have a right to rectification if the data we hold is either inaccurate or incomplete. If your data has been disclosed to third parties then we must inform them of the rectification, where possible.

You have a right to require erasure of your data when consent is our basis of processing (the right to be forgotten). You may request that your personal data be erased, for example, where there is no compelling reason for its continued processing or where you withdraw consent. We will comply with your request unless we have another basis of processing justifying our retaining the data (for example a legal requirement or the defence of a legal claim).

You have some rights to ask us to restrict processing i.e. to block or suppress processing where, for example, the data may be incorrect and whilst the accuracy is verified. We are permitted to store the data.

Your right to object

You do have a right to object to further processing of your personal data. We may be required to stop processing unless there is some other legitimate basis of processing such as a legitimate interest or a requirement for the exercise or defense of a legal claim.

Withdrawal of consent

Where the lawful basis for processing is your consent, you may withdraw consent at any time by writing to Bowen, Old Town Hall, The Square, Ellesmere SY12 0EP or emailing admin@bowen.uk.com

How to lodge a complaint

We seek to resolve directly all complaints about how we handle personal information, please write to Mr E Bowen or Mr J Sumner who are responsible for data protection to Bowen, Old Town Hall, The Square, Ellesmere, Shropshire SY12 0EP. You also have the right to lodge a complaint to the supervisory authority responsible for data protection the Information Commissioners Office (ICO) to whom concerns may be reported by phone on 0303 123 1113 or +44 1625 545 745 if calling from outside the UK, by email using the form on the website ico.org.uk or the live-chat function.

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A Information held	B Who collects	C How it is collected	D Why is it collected	E Lawful basis of processing	F Who it will be shared with	G How it will be stored	H When will it be deleted
Applicant Name & Contact Details including email and telephone numbers	Staff	Face to face, Email, Phone, self-register	Maintain a record to enable contact	Legitimate Interest	Staff, software provider, Landlord	Paper, electronic, software	6 years after end of tenancy
			To create an application process	Consent	Staff, Software provider, third party referencing company	Paper, electronic, software	6 years after end of tenancy
			Referencing	Contract fulfilment	Credit check, employer, current landlord, referencing co	Paper, electronic	6 years after end of tenancy
Financial/ Employer Info, Current Landlord, Next of Kin,	Staff	Completion of Referencing Application form	Referencing	Contract fulfilment	Credit check, employer, Landlord, Referencing Co.	Paper, electronic	6 years after end of tenancy
Provision of deposit monies	Staff	Face to face, Email, Phone	To prepare information for TDS	Consent	Staff, Software provider, Tenancy deposit scheme	Paper, electronic	6 years after end of tenancy
Applicant Passport & ID documents	Staff	Face to face, photocopy of originals	Due Diligence MLR 2017	Legal obligation – Money Laundering Regulations	Staff, Software provider, HMRC, National Crime Agency	Paper, electronic	5 year MLR 7 years if fin. transaction
			To comply with right to rent checks	Legal obligation, contract fulfilment	Staff, Landlord, Home Office	Paper, electronic	6 years after tenancy ends
			Referencing	Contract fulfilment	Credit check, referencing Co.	Software Paper, electronic	6 years after tenancy ends
Credit score results, history	Referencing Co.	Email, Online	To assess suitability	Contract fulfilment	Staff, Landlord	Paper, electronic	6 years after end of tenancy
Other returned references	Referencing Co.	Email, Online Hard Copy	To assess suitability	Contract fulfilment	Staff, Landlord	Paper, electronic	6 years after end of tenancy