

PRIVACY NOTICE

Who we are

- 🏠 Estate agents
- 🏠 Data controllers

How we collect your information

- 🏠 Application forms
- 🏠 Email, post and fax correspondence with Greengates Properties
- 🏠 Contact via phone
- 🏠 In person contacts with partners and employees
- 🏠 Information we receive from the internet portal and external third parties, where relevant
 - Landline phone calls are recorded for training and monitoring purposes and our recordings are usually held for a period of six months.

What information we collect about you

- 🏠 Full name – proof of identity - photo/address ID
- 🏠 Date of birth
- 🏠 NI number
- 🏠 Contact details – telephone, email or correspondence
- 🏠 Details of anyone authorized to act on your behalf if appropriate
- 🏠 Banking details if you pay by direct debit or are paid by bank transfer
- 🏠 Card details if you pay by card (details are not stored)
- 🏠 Other info that will vary

How we process your information

- 🏠 Manage tenancy/manage leave
- 🏠 Managing your account charges and payments, including areas
- 🏠 Managing the repairs, maintenance and adaptations of our properties
- 🏠 Ensuring tenancy conditions are complied with
- 🏠 Complying with relevant legislation and regulation
- 🏠 Maintaining relevant contact – info about properties for sale- to let and requesting tenant references
- 🏠 Arrange selling and valuations

- 🏠 Share with other regulatory authorities and any other party when sharing of information is required by law

Legal basis for processing information

- 🏠 'Contract' as claimed by article 6 of the General Data Protection regulations where processing is necessary for the performance of a contract to which the data subject is party.
- 🏠 'Legal obligation' where processing is necessary for compliance with a legal obligation for example compliance with anti-money laundering legislation and accounting practices
- 🏠 'Legitimate interest' where processing is required for maintaining contact with customers who register interest in a property.

Who will have access to the information?

- 🏠 Companies associated with our sales and letting transactions
- 🏠 Surveyors
- 🏠 Mortgage Advisors
- 🏠 Solicitors
- 🏠 Contractors who need to arrange a visit to the property or are involved in the process. Our contractors are required to comply with the law and our own Data Processing Agreement to ensure data is managed appropriately and for specified purposes.

How long we keep your information

We will not keep your information for more than five years after your contract is terminated with us provided there is no outstanding balance on the account or any other discrepancies. In the event of the aforementioned discrepancies, your information will only be kept for up to a year after the matter is resolved.

How to keep us updated

Please remember to keep us updated on the personal data we hold on you if it is inaccurate or incomplete. All requests to update your personal data must be sent in writing to Greengates properties, and third parties will be informed where possible.

What we will not do

- 🏠 We will not send you unsolicited marketing material
- 🏠 We will not sell your personal data on to third parties
- 🏠 We will not transfer or share your personal data outside of the European economic area.

What your rights are

- 🏠 Rights to keep us updated
- 🏠 Right to withdraw your consent to any information that was previously provided with your consent.
- 🏠 Right to request a copy of personal information we hold about you.
 - We require you to prove your identity with the pieces of approved identification. Please submit your request in writing to contact details provided. The request is free of charge unless the request is manifestly unfounded or excessive.

Complaints

We are committed to providing a professional service to all our clients and customers. When something goes wrong, we need you to tell us about it.

If you have a complaint please put it in writing including as much detail as possible. We will then send you a letter to acknowledge receipt of your complaint within three working days. We will then endeavor to investigate your complaint as soon as reasonably possible. This will normally be dealt with by the office manager who will review your file and speak to the member of staff who dealt with you. A formal written outcome of our investigation will be sent to you within fifteen working days of sending the acknowledgement letter.

If, at this stage, you are still not satisfied, you should contact us again and we will arrange for a separate review to take place by a senior member of staff. We will write to you within fifteen working days of receiving your request for a review, confirming our final viewpoint on the matter.

Please send all complaints to:

Mr Z Nabi
Greengates Properties
17 Formans Rd
Birmingham
B11 3AA

Tel: 0121 248 0033 Email: zaheer@greengatesproperties.com

If you are still not satisfied after the last stage of the in-house complaint procedure (or more than 8 weeks has elapsed since the complaint was first made) you can request an independent review from The Property Ombudsman without charge.

The Property Ombudsman
Milford House
43-55 Milford Street
Salisbury
Wiltshire
SP1 2BP
01722 333 306
admin@tpos.co.uk
www.tpos.co.uk

Please note the following: You will need to submit your complaint to The Property Ombudsman within 12 months of receiving our final viewpoint letter, including any evidence to support your case. The Property Ombudsman requires that all complaints be addressed through this in-house complaints' procedure, before being submitted for an independent review.

You may also complain directly to the Information Commissioner's Office if you are concerned with how we are handling your personal information. Their contact details are shown below:

Information Commissioner's Office,
Wycliffe House,
Water Lane,
Wilmslow,
Cheshire,
SK9 5AF
Tel: 0303 123 1113 or 01625 545745
Website: www.ico.gov.uk