



Buxton Properties Nottingham Ltd

**General Data Protection Regulations (GDPR)
Full Privacy Policy**

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For distribution to data subjects.

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1.0 Introduction

Buxton Properties Nottingham Ltd ('the company') is a landlord and lettings agency that specialises in providing properties for students living in the Nottingham area.

The company is a Data Controller, as outlined in the General Data Protection Regulations ('GDPR'), and as such is committed to making every effort to protecting the integrity, security and confidentiality of your personal and sensitive data.

If there are any terms used in this document that you do not understand, please see Section 11 Terms Used in This Document for clarification.

2.0 Policy Statement

2.1 Commitment to Data Protection

Buxton Properties is committed to preserving the confidentiality, integrity and security of all electronic and physical data it holds in relation to EU Data Subjects.

We uphold the rights of Data Subjects by:

- Being lawful, fair and transparent in relation to how personal data is collected, stored and processed
- Collecting data only for relevant specified, explicit and legitimate purposes
- Keeping accurate, up to date and detailed records of personal data held
- Keeping data for no longer than is required for the purposes it was collected
- Processing data in a manner that ensures appropriate security of the personal data, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage
- Keeping data secure with appropriate and technical or organisational control measures
- Processing data in line with the rights of the individual

The Company will perform periodic risk assessments about its data processing and establish effective control mechanisms to capture, store, process, maintain and delete any personal or sensitive data that it holds. These procedures will be designed to meet the needs of the General Data Protection Regulations.

2.2 Policy Scope

This policy applies to the UK operations of Buxton Properties in relation to:

- all lettings and tenancy arrangements, including guarantors and deposits
- all staff employed by the company
- all contractors, suppliers and other people working on behalf of the company
- all personal and sensitive data processed by the company

3.0 The Data We Process

3.1 The Reasons we Process Your Data

We collect a range of different data from Data Subjects, some of which we need and some of which we are required to collect by law or other authorities.

3.1.1 Legal Obligations

As a commercial landlord there are specific requirements placed upon us by UK laws, regulations and other authorities to collect and process personal data.

3.1.2 Contract Fulfilment

We have a legal contract with you and in order to fulfil the requirements of that contract we need to collect certain data from you and process it.

3.1.3 To Provide You with Services

As a tenant you will require utilities, such as electricity, gas and water, supplied to your property and you may also want broadband, telephone and television services. We collect and process some data to ensure the provision of these services in an accurate and timely manner.

3.1.4 Your Vital Interests

There may be matters relating to your health, abilities, religion or gender that you would like us to know so that we can provide you with the most appropriate and safe accommodation possible. You are under no obligation to share this information, and it will not impact on our decision to have you as a tenant.

By way of an example if you are deaf you will not be able to hear an audible fire alarm and we would want to ensure that there was an appropriate alternative to alert you in the unlikely case of a fire occurring. We can only do this if we are aware of your situation.

3.2 Personally Identifiable Data

In order to carry out the normal operations of the company it is necessary to process some personal and sensitive data, but Buxton Properties only collects and processes that data which is necessary to fulfil its contractual agreements and legal obligations.

3.2.1 Tenants, Guarantors & Deposit Payers

Buxton Properties holds and processes the following data, or documents that contain data, in relation to its tenants and the fulfilment of its tenancy agreements. Not all tenants will be required to provide all of the following data.

Data	Data Type	Legal Grounds for Processing	Other Information
Name	Personal	<ul style="list-style-type: none"> • Contract fulfilment • Legal obligation 	
Contact Addresses (home, term-time, forwarding)	Personal	<ul style="list-style-type: none"> • Contract fulfilment • Legal obligation 	
Email Addresses	Personal	<ul style="list-style-type: none"> • Contract fulfilment • Legal obligation 	
Telephone Numbers (landline & mobile)	Personal	<ul style="list-style-type: none"> • Contract fulfilment • Legal obligation 	
Date of Birth	Personal	<ul style="list-style-type: none"> • Contract fulfilment • Legal obligation 	
Gender	Personal	<ul style="list-style-type: none"> • Contract fulfilment • Legal obligation 	
NI Number	Personal	<ul style="list-style-type: none"> • Contract fulfilment • Legal obligation 	
Student Reg No.	Personal	<ul style="list-style-type: none"> • Contract fulfilment • Legal obligation 	We are required by the Local Authority to collect this information.
Course Details	Personal	<ul style="list-style-type: none"> • Contract fulfilment • Legal obligation 	We are required by the Local Authority to collect this information.
Institution	Personal	<ul style="list-style-type: none"> • Contract fulfilment • Legal obligation 	We are required by the Local Authority to collect this information.
Year of Course	Personal	<ul style="list-style-type: none"> • Contract fulfilment • Legal obligation 	We are required by the Local Authority to collect this information.
Bank Name	Personal	<ul style="list-style-type: none"> • Contract fulfilment • Legal obligation 	
Bank Address	Personal	<ul style="list-style-type: none"> • Contract fulfilment • Legal obligation 	
Sort Code	Personal	<ul style="list-style-type: none"> • Contract fulfilment • Legal obligation 	
Bank Account No.	Personal	<ul style="list-style-type: none"> • Contract fulfilment • Legal obligation 	
Copy of Birth Certificate	Personal	<ul style="list-style-type: none"> • Contract fulfilment • Legal obligation 	
Copy of Passport	Personal	<ul style="list-style-type: none"> • Contract fulfilment • Legal obligation 	We are required under UK law to make a copy of this document if you have one.

Copy of Driving Licence	Personal	<ul style="list-style-type: none"> • Contract fulfilment • Legal obligation 	If you cannot provide a passport we may ask to see your Driving Licence instead.
Copy of UK Residency Permit	Personal	<ul style="list-style-type: none"> • Contract fulfilment • Legal obligation 	We are required under UK law to make a copy of this document if you have one.
Tenancy Agreement	Personal	<ul style="list-style-type: none"> • Contract fulfilment • Legal obligation 	
Health Information	Sensitive	<ul style="list-style-type: none"> • Vital interest • Consent 	We will only hold this data if you choose to give it to us so that we can provide you with the most suitable and safe accommodation. If you give us this data it will be treated with special care and not stored on our main contracts system.
Welfare benefits information	Personal	<ul style="list-style-type: none"> • Contract fulfilment • Consent 	We will not normally ask for this information, but you may choose to share it with us where it impacts on the way that you pay for your accommodation. If you give us this data it will be treated with special care and not stored on our main contracts system.
Rent & payment information	Personal	<ul style="list-style-type: none"> • Contract fulfilment • Legal obligation • Legitimate interests 	
Details of breaches of the agreement	Personal	<ul style="list-style-type: none"> • Contract fulfilment • Legal obligation • Legitimate interests 	
Details of property damages	Personal	<ul style="list-style-type: none"> • Contract fulfilment • Legal obligation • Legitimate interests 	
Details of antisocial behaviour complaints	Personal	<ul style="list-style-type: none"> • Contract fulfilment • Legal obligation • Legitimate interests 	

Details of religion or gender reassignment	Sensitive	<ul style="list-style-type: none"> • Vital interest • Consent 	We will only hold this data if you choose to give it to us in connection with a special request associated with your housing or tenancy agreement. If you give us this data it will be treated with special care and not stored on our main contracts system.
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Guarantor Name	Personal	<ul style="list-style-type: none"> • Contract fulfilment • Legal obligation 	
Guarantor Address	Personal	<ul style="list-style-type: none"> • Contract fulfilment • Legal obligation 	
Guarantor Email	Personal	<ul style="list-style-type: none"> • Contract fulfilment • Legal obligation 	
Guarantor Telephone Numbers	Personal	<ul style="list-style-type: none"> • Contract fulfilment • Legal obligation 	
Deposit Payer's Name	Personal	<ul style="list-style-type: none"> • Contract fulfilment • Legal obligation 	We are required under UK law to record this information.
Deposit Payer's Address	Personal	<ul style="list-style-type: none"> • Contract fulfilment • Legal obligation 	We are required under UK law to record this information.
Deposit Payer's Email	Personal	<ul style="list-style-type: none"> • Contract fulfilment • Legal obligation 	We are required under UK law to record this information.
Deposit Payer's Telephone Numbers	Personal	<ul style="list-style-type: none"> • Contract fulfilment • Legal obligation 	We are required under UK law to record this information.

3.3 Children's Data

Buxton Properties does not gather, store or process any data relating to individuals under 16 years of age.

3.4 Sensitive Data

Buxton Properties does process some sensitive data (see sections 4.1.1 to 4.1.3), but this is only with the express consent of you, the Data Subject. This data is treated with the utmost care and only made available to those staff members that need to know it.

3.5 Criminal Convictions Data

Buxton Properties does not gather, store or process any data relating to individual's prior criminal convictions.

4.0 Data Processing

4.1 Legal Grounds for Lawful Processing of Data

Buxton Properties processes personal data on the following legal grounds:

- the need to fulfil business contracts and tenancy agreements
- specific requirements laid out in UK commercial and financial law and regulations
- in line with your express consent
- when it is in your vital interest for us to do so

4.2 Data Storage and Security

4.2.1 Emails

We use a web-based email system, and as with all third-party, web-based systems we have no control over where these emails are routed during their transmission from sender to receiver. The system we use is a reputable, commercial system that take suitable precautions to maintain the integrity, security and confidentiality of its traffic.

4.2.2 Personal and Sensitive Data Relating to Tenants and Tenancy Agreements

We use both internal servers and third-party UK-based, off-site servers to store and process our data. In all cases appropriate organisational and technical control measures are implemented to ensure the integrity, security and confidentiality of the data and comply with GDPR requirements.

4.2.3 Data Backup

We use both portable data devices and/or a cloud-based server to back-up our data. All data held on portable devices is encrypted and physically secured. The cloud server is operated by a reputable, commercial organisation that has in place appropriate control measures to ensure the integrity, security and confidentiality of the data.

4.2.4 Hardcopy Data

All hard copy data, such as photocopies of passports, is held in our head office in appropriate storage and under lock and key.

4.3 Data Retention

All data relating to tenants and tenancy agreements will be held for the duration of the tenancy and then for a further 7 years. This is the required retention period to allow for any queries or disputes relating to the tenancy to be resolved.

4.4 Data Disposal

When data is disposed of it is either physically destroyed by the company ourselves, or passed to a reputable destruction company and a certificate of destruction received.

5.0 Data Sharing

5.1 Sharing Your Data with Others

Under specific circumstances, largely contractual or legal, we may share your data with third-party organisations.

5.1.1 Joint Tenants or Guarantors

Where your tenancy is on a joint tenant basis (almost all contracts are on this basis) we may contact all tenants together through a single email message. In this instance all tenants will see the names and email addresses of the other joint tenants and any information in the email. This could relate to any issue associated with the tenancy agreement including; breaches of the agreement, issues with rental payments, damage to the property or complaints about antisocial behaviour.

Where issues are not dealt with promptly or to our satisfaction we may also share this information with the contract guarantors in an attempt to resolve the situation.

5.1.2 Legal Authorities

When required by law, and enforced by the correct legal authorisations, we may share your data with law enforcement organisations such as the police, the Home Office or HMRC.

5.1.3 Utility Companies

The regulations under which we operate require us to share information about who is living at a specific address with some utility companies – in particular water authorities. In order to ensure that you have electricity and/or gas on the day you move into your property we will also share your basic contact details with the electricity/gas supply company.

5.1.4 Council Tax

We can be compelled by law to share information about who lives in a specific property with the local authority for Council Tax administration purposes. In order to avoid a compulsion order being served and to help you receive your student Council Tax exemption we will share your contact details and details of the course you are studying with the local authority.

5.1.5 Deposit Protection Schemes

We are legally obliged to register the deposit you pay to us with a Deposit Protection Scheme, in order to do this we must share your contact information and rent details with the Deposit Protection Scheme administrators.

5.1.6 Tradesmen and Contractors

When there is an issue with your property, or the utilities and appliances therein, we may share your basic contact details with a third-party tradesman or contractor so that they can make appropriate arrangements to visit the property and make repairs.

5.1.7 Tracing Agents and Payment Enforcement Agencies

Where you are in arrears with your rent or leave the property still having outstanding debts and we cannot make suitable arrangements with you to pay back the money you owe, we may share your data with Tracing Agents, Collection Agents, Bailiffs or Courts in pursuance of recovering the debt.

5.1.8 Broadband Providers

Where you give your prior consent, we may share your basic contact details with the broadband provider that services your property in order that they can arrange to have facilities installed at the time you move into the property.

5.1.9 Educational Institutions

Where there are significant issues relating to outstanding rent or anti-social behaviour at a property you rent, we may share details of this with the educational institution that you attend.

5.2 Cross-Border Data Transfer

Buxton Properties does not transfer personal data used in the administration of its tenancy agreements outside of the EU. If this becomes necessary in the future, appropriate control measures will be put in place and data subjects will be informed prior to the processing taking place.

We do however use a web-based email system, and as with all third-party, web-based systems we have no control over where these emails are routed during their transmission from sender to receiver. The system we use is a reputable, commercial system that take suitable precautions to maintain the integrity, security and confidentiality of its traffic.

6.0 Your Rights as a Data Subject

The GDPR outlines several rights for Data Subjects, and Buxton Properties is committed to upholding those rights.

6.1 The Right to View Processed Data

You can request to see the data held about you by the company. Requests to view data must be made in writing via hardcopy or email and should be addressed to one of the Property Managers. The company will make the data available within 30 days of the request.

If the requestor is not personally known to the Property Managers, the Data Subject may be asked to provide photographic ID to ensure that data is only released to the person who is the subject of that data.

Data will normally only be released to the person to whom the data relates and not be shared with friends, family or other representatives of the requestor.

6.2 The Right to Request Corrections

You can request that data held about you by Buxton Properties be corrected, where you believe the data to be wrong.

Any requests for corrections should be made in writing and passed to a Property Manager. The company will correct the data within 30 days of any request being received.

6.3 The Right to be 'Forgotten' (Have Your Data Erased)

You can request that data held about you by the company be deleted, where there is no current contractual arrangement between yourself and the company. Any requests for deletion should be made in writing and passed to a Property Manager. The company will delete the data within 30 days of any request being received.

An exception may be made to this where there are other legal requirements to hold the data. For example, where the financial regulations state that details of contracts or financial regulations must be held for up to 7 years.

6.4 The Right to Object to and Restrict the Processing of Your Data

You have the right to object to your data being processed or to restrict the processing of your data. Any requests should be made in writing and passed to a Property Manager. Your request will be actioned within 30 days of any request being received.

You should be aware that if you restrict the processing of your data we may no longer be able to provide you with the full range of support and services that we otherwise would do. In exceptional circumstances this could impact on our ability to retain you as a tenant.

6.5 The Right to Stop Data Use for Direct Marketing Purposes

You have the right, at any time, to request that your data is not used (or no longer used) for direct marketing purposes. Any requests for cessation of direct marketing should be made in writing and passed to a Property Manager. The company will cease using your data within 30 days of any request being received and without question.

6.6 The Right Not to be Subject to Automatic Computer-Based Decision Making

No decision making associated with our tenancy agreements is made by us using automatic computer processes.

7.0 Data Breaches and Data Subjects

Where there has been a data breach that could have any negative impact on you as a Data Subject, you will be informed within 14 days of the company becoming aware of the data breach.

8.0 Complaints

If you have any feedback or complaints about this document or any other aspect of the way in which Buxton Properties processes data you should, in the first instance, contact one of the Property Managers using the following contact details:

The Property Manager
Buxton Properties Nottingham Ltd
Cliveden House, 6 Widmerpool Park
Keyworth Road, Widmerpool
Nottingham
NG12 5SB

Tel: 0115 839 0390

Email: enquiries@buxtonproperties.net

If you do not receive a response or are unhappy with the way we deal with your complaint, you have the right to contact the Supervisory Authority directly.

The Supervisory Authority is:

The Information Commissioner's Office (ICO)
Wycliffe House,
Water Lane,
Wilmslow,
Cheshire SK9 5AF

Tel: 0303 123 1113

Email: casework@ico.org.uk

Website: <https://ico.org.uk>

9. Terms Used in This Document

Data Subject	A data subject is a natural person (a real individual) about whom data is processed.
Processing	Processing is a broad term that refers to any action undertaken in association with personal data, it includes gathering, recording, storing, analysing, retrieving, using, sharing, erasing and destruction of data.
Personal Data	Personal data is specific information that is unique to you, but which you may generally expect to spare with service providers and others. It includes your contact details, date of birth, gender etc.
Sensitive Data	Sensitive data is also specific information unique to you, but usually of a more personal nature – the things you would usually only share with family friends and professional advisors. It includes data about ethnicity, political opinions, religion and sexual orientation.
Data Breach	A data breach is defined under GDPR as the accidental or unlawful destruction, loss, alteration, unauthorised disclosure or unauthorised accessing of personal data.

