

# PRIVACY POLICY

This notice explains what information we collect, when we collect it and how we use this.

During our activities, we will process personal data (which may be held on paper, electronically, or otherwise) about you and we recognise the need to treat it in an appropriate and lawful manner. The purpose of this notice is to make you aware of how we will handle your information.

PIT Property Management are an Letting and Estate Agent and we take the issue of security and data protection very seriously and strictly adhere to guidelines published in the General Data Protection Regulation (EU) 2016/679 which is applicable from the 25th May 2018, together with any domestic laws subsequently enacted.

We are notified as a Data Controller with the Office of the Information Commissioner under registration number ZA378176 and we are the data controller of any personal data that you provide to us.

Any questions relating to this notice and our privacy practices should be emailed to [office@pitpropertymanagement.com](mailto:office@pitpropertymanagement.com)

How we collect information about you:

- Relevant information about you is acquired by you completing forms on our website or that of any third party acting on our behalf and/or by corresponding with us or the third party by phone (including SMS), email or otherwise. The information you provide will be treated as confidential.
- Forms may include application forms, reference forms and terms of business dependent upon the product or service you opt for.
- In the event that you visit our site(s) we may automatically collect technical information, including the Internet Protocol (IP) address used to connect your computer or similar device to our Internet.
- We may receive information about you from third parties, such as; our nominated credit reference agency, financial advisors, mortgage brokers, lenders, solicitors/conveyancers, property portals where you have requested details of a service, and/or showing of a property and social media platforms, including Facebook, Instagram, LinkedIn, YouTube, Twitter, Google and any others you may use to contact us.
- If we receive information about you from other third parties then we will notify you unless prohibited by law.

The information we collect:

- We collect and process personal data about you when you enquire and/or opt for a product and service offered by us. Personal data mainly includes name(s), address, date of birth, telephone number, email address, identification and proof of residency.
- Dependent upon the product or service you opt for, we may also collect information including your previous addresses, marital status, National Insurance Number, nationality, next of kin, bank account statements, employment status and details, income including any state or private benefit, name of university or college where you are studying, name(s) of third parties you maybe residing with, details of current tenancy (property address, term, rent, deposit and terms and conditions), credit

score and history, supplier of services and utilities, relevant insurance policy. Some of this data also extends to a guarantor where applicable.

– Technical information, including the Internet Protocol (IP) address used to connect your computer to the Internet and Uniform Resource Locators (URL).

– Debit or credit card details.

– If we require any other data where it is deemed necessary then we will notify you.

Why we need this information about you and how it will be used:

– To undertake and perform our obligations and duties to you in accordance with the terms of our contract with you.

– To enable us to supply you with the product or service you have opted for.

– To help in managing a tenancy, progressing purchase and sale of a property.

– To analyse the information to enable us to administer, support and improve and develop our business and the products and services we offer.

– To undertake due diligence on a prospective tenant. Where you have applied to rent a property, from the information you have supplied to us and/or our nominated credit agency, to assist in obtaining references and searches. The checks involve gaining information on your credit score, credit history, Individual Voluntary Arrangement(s) (IVA) and bankruptcy order(s) in the last 5 years, voters roll and any adverse history on current or linked addresses, employment and landlord/agent references. This data also extends to a guarantor where applicable. The landlord of the property reserves the right to view this information.

– To assist in undertaking investigations and providing response(s) relating to raised issues and complaints, legal claims, compliance and contractual obligations.

– Bank account, debit or credit card details are used to settle payment(s) for rent, for any product or service you opt for and for any sums due under your contractual obligations.

– Subject to your consent we may send you information about PIT Property Management and offered products(s) and service(s), companies and organisations we are affiliated with and/or members of, third party suppliers including financial advisors, mortgage brokers, lenders, solicitors/conveyancers and contractors.

– To provide you with details of any changes to our company and/or suppliers which may affect you and for all other purposes consistent with the proper performance of our operations and business.

– For reasons required by law.

Information we receive from other sources;

We may receive information about you from third parties, including our nominated credit reference agency, financial advisors, mortgage brokers, lenders, solicitors/conveyancers, property portals where you have requested details of a service, and/or showing of a property and social media

platforms, including Facebook, Instagram, LinkedIn, YouTube, Twitter, Google and any others you use to contact us.

- We will use such information for the purposes already set out in this notice (depending on the type(s) of information we receive).
- If we receive information about you from other third parties then we will notify you unless prohibited by law.

#### Sharing your information:

Information you provide to us will be treated as confidential and will be processed only by any third party, acting on our behalf and/or within PIT Property Management. We may disclose your information to other third parties who act for us for the purposes set out in this notice or for purposes approved by you, including the following:

- If we enter into a joint venture with or merged with a business entity, your information may be disclosed to our new business partners or owners.
  - Our nominated credit reference agency, financial advisors, mortgage brokers, lenders, solicitors/conveyancers, surveyors, inspectors, inventory companies, insurance and warranty companies, utility suppliers where it is deemed necessary to do so to adhere to a tenancy agreement, block management companies, contractors such as electricians, plumbers, builders and handymen who are required to undertake diagnosis, maintenance and repairs at the property.
- If you are unable to make payments owed to PIT Property Management, your landlord or third party acting on behalf of either/both parties, your information may be disclosed to any relevant party assisting in the recovery of this debt or the tracing of you. Your information will also be disclosed to the relevant local authority, tenancy deposit scheme administrator, service/utility provider, freeholder, facilities manager or any other relevant person or organisation in connection with this.
- Unless required to do so by law, we will not otherwise share, sell or distribute any of the information you provide to us without your consent.

#### Transfers outside the UK and Europe:

The data that we collect from you may be transferred to, and stored at, a destination outside the European Economic Area (“EEA”). It may also be processed by staff operating outside the EEA who work on behalf of us or one of our suppliers. This includes staff engaged in, among other things, the fulfilment of your order, the processing of your payment details and the provision of support services. By submitting your personal data, you agree to this transfer, storing or processing. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

#### What are cookies and their use:

Cookies are small files downloaded and stored to your computer or mobile device when you visit a website or application. Your web browser then sends these cookies back to the website or application on each subsequent visit so that they can recognise you and remember information like personalised details, user preferences etc. There are different types of cookies which have a variety of functions helping to facilitate your user experience on websites and applications, for example, by remembering your preferences they can help ensure that the properties displayed to you are relevant to you following the use of search criteria(s).

We use “cookies” to collect, analyse and supply relevant information which we treat as confidential. You can instruct your browser to refuse all or certain cookies or to indicate when a cookie is being sent. However, if you do not accept cookies, you may not be able to use services from our website.

Refer to your browser settings to enable or disable certain cookies. To learn more about cookies and how to change settings, you are advised to source technical advice.

#### Security:

We are committed to ensuring that your information is secure. To prevent unauthorised access or disclosure we have put in place suitable physical and electronic procedures to safeguard and secure information we collect online.

#### How long we will retain your information:

Where we process personal data in connection with performing a contract, we retain the data for 7 years from your last contact with PIT Property Management.

Where we process personal data for marketing purposes or with your consent, we process the data until you instruct us to stop. We also keep a record of your instruction not to send direct marketing or to process your data indefinitely.

#### Withdrawing consent from direct marketing:

You have an option to opt-out of direct marketing at any time by writing to PIT Property Management or using the unsubscribe instructions included in such communications.

#### Children’s Privacy:

Our service does not address anyone under the age of 13 (“Children”). We do not knowingly collect personally identifiable information from children under 13. If you are a parent or guardian and you are aware that your child has supplied us with personal information, please notify PIT Property Management. If we become aware that we have collected personal information from a child under age 13 without verification of parental consent, we will organise for its removal from our servers.

#### Changes to our Privacy Notice:

Any changes to our Privacy Policy will be posted on this page and where relevant, notified to you by email; to the current email address we hold for you. You are advised to review this Privacy Policy periodically for any changes, a copy of which is displayed on our website [www.pitpropertymanagement.com](http://www.pitpropertymanagement.com)

## Your Rights:

You have the right at any time to:

- Ask for a copy of your personal data held on our records.
- Require us to update and correct any inaccuracies in your information.
- Make a request to us to delete personal data of yours.
- Object to receiving any marketing communications from us.

These rights may be limited in certain circumstances, for example, if you are requesting deletion of data which we are permitted to retain by law and/or where we have legitimate reason(s).

To exercise these rights, please contact via email: [office@pitpropertymanagement.com](mailto:office@pitpropertymanagement.com)

Should you wish to complain about the use of your information, we ask that you contact us in the first instance to resolve the matter. You also have the right to complain to the Information Commissioner's Office (I.C.O); contact details as follows:

### England:

Information Commissioner's Office  
Wycliffe House, Water Lane  
Wilmslow, Cheshire, SK9 5AF  
Telephone: 0303 123 1113

Email: [casework@ico.org.uk](mailto:casework@ico.org.uk)

### Scotland:

The Information Commissioner's Office Scotland  
45 Melville Street, Edinburgh, EH3 7HL  
Telephone: 0131 244 9001  
Email: [Scotland@ico.org.uk](mailto:Scotland@ico.org.uk)

### Wales:

Information Commissioner's Office  
2nd floor, Churchill House  
Churchill way, Cardiff, CF10 2HH  
Telephone: 029 2067 8400

Email: [wales@ico.org.uk](mailto:wales@ico.org.uk)

### Northern Ireland:

Information Commissioner's Office  
3rd Floor, 14 Cromac Place  
Belfast, BT7 2JB  
Telephone: 028 9027 8757  
Email: [ni@ico.org.uk](mailto:ni@ico.org.uk)

The accuracy of your information is important to us – please help us keep our records updated by informing us of any changes