

Silverbirch Estate Agents Ltd

Silverbirch Privacy Policy – 12th February 2024

Why we hold and process information

This notice sets out how we hold and process information we hold about you. We process personal information about our tenants and possible new tenants and landlords so we can provide residential accommodation and services.

This includes:

- dealing with lettings;
- dealing with applications for tenancies;
- checking suitability for tenancies (including credit, immigration and similar checks);
- managing property;
- collecting rent;
- maintaining our accounts and records; and
- dealing with tenancy deposits.

Relevant information may include personal details, employment and education details and financial details.

By law, we have to carry out immigration checks on new tenants and residents. We have to keep copies of the documents we inspect as part of these checks. We may keep these secure in hardcopy files, online software and computers.

Sharing Information with others

We may need to share personal information we process with others. If we have to do this, we will keep to data-protection legislation.

As a company we are registered with the ICO (Information Commissioners Office) and comply accordingly. Reference number ZA239040.

Depending on the circumstances, we may share information:

- with other landlords;
- employers;
- educational institutions, universities and colleges;
- suppliers (including gas, electricity and water companies) and service suppliers;
- financial organisations (including banks);
- credit- and tenant reference agencies;
- tenancy deposit schemes;
- debt-collection and tracing agencies;
- public and government bodies (including those who deal with benefits and council tax);
- contractors and repairers;
- letting and managing agents; and
- any future owner of the property.
- Solicitors / Law firms

This does not mean that we necessarily share information with all of the above but we may do so if we need to.

Payprop

In order to provide a more efficient service in the administration of our lettings business, we use the internet-based payment processing and reporting services of PayProp. This enables us, amongst other things, to receive accurate bank information in respect of lettings transactions several times a day, in order to collect payments from tenants more effectively, reconcile and distribute payments daily, communicate more effectively, and use other PayProp-accredited payment collection services made available through PayProp's services. For PayProp to provide these services, they will use your personal data provided by us under contract solely for the purpose of enabling us to provide you with enhanced services. As a data processor, PayProp will not use or disclose to any unauthorised third party any of your personal data that we, as the data controller, have transferred to them.

Council tax and utilities and services

We may be required to share information in relation to utility companies, service providers, council tax, the local authority, police and debt collection agencies.

Why we use your personal information

We may use the personal information you give us in a number of ways, for example to decide whether to let a property to you; to prevent fraud, for accounting and auditing purposes, for managing property or for debt collection.

We also use your personal information to contact you with relevant property updates if requested.

Right to gather information

You have the right to ask for a copy of the information we hold about you. We may make a small charge for this service. We want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove information if this is not accurate. To ask for this information, please write to us or email us info@thesilverbirchagency.com

Your right to erasure

<https://ico.org.uk/for-the-public/your-right-to-get-your-data-deleted>