

Privacy and Security Policy LANDLORDS

Your Data: Key Summary

- Gps Lettings Ltd acts as the data controller. That means we're responsible for all of the information you share with us.
- We never sell your data onto third parties, and only collect as much as we need to carry out our role as a letting agent, or to improve our service and communication with you
- We make every effort to protect your information, and won't store it for longer than we need to.

How we use your data

Your personal details, including name, email address and contact addresses

We use these to fulfill the services you employ us to do as your letting agent. We endeavor to keep you updated with new legislation, and company policy.

Your bank details

We keep a record of the bank details you supply to us as part of our usual working practice and in order to process any payments due to you.

Your contact history

If you contact us by email or by phone, then we may keep a record of this. This is useful for us to confirm future queries either of us may have with your rental property, or with the services you have received from us. We also use these for ongoing staff training. We may also anonymize and aggregate information and use it to see patterns in our services so that we can improve.

Who we share your data with

We share your data where necessary with the rent guarantee providers we use (a requirement of any claim that needs to be started), utility companies and local authorities (if a demand is made by these companies), contractors (our contractors always have your name and email address when any works are instructed, but may be given your address and phone number if there are queries with regards to the works, or queries with regards to payments). Your tenants have a legal right to have your name and address, they will also have your phone numbers and email address if you have the rent collection or Let only service.

As a company we will continue to contact you if we are currently letting your property on any of our services. This contact will be to provide you with statements, updates or any other query regarding the rental of your property, or general information relating to the operating of the company or changes in legislation that may affect you.

We will not be staying in contact with landlords of properties that we no longer have any dealings with after a 6 month period has elapsed. If you want to stay in touch beyond this time then please email us on admin@gpslettings.com to ensure you remain on our mailing list.

Your data; your rights

We want to keep you informed about how we use your information. You have a right to know this in line with GDPR guidelines. You have a right to request details about the data we have on you, the right to request we correct any inaccurate personal information, the right to no longer receive some information from us and the right to have some or all of your data forgotten or deleted.

If you have any questions about these rights, please contact us on admin@gpslettings.com

Any concerns about how your data is handled should be reported to us at admin@gpslettings.com

The legislation is regulated by the ICO and concerns about how your data is handled can also be reported to them on their web site <https://ico.org.uk/concerns/handling/>

Privacy and Security Policy - TENANTS

Your Data: Key Summary

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- We never sell your data onto third parties, and only collect as much as we need to carry out our role as a letting agent, or to improve our service and communication with you
- We make every effort to protect your information, and won't store it for longer than we need to.

How we use your data

Your personal details, including name, email address and contact addresses

We use these to fulfill our role as a letting agent. We endeavor to keep you updated with all aspects of your tenancy. We also use the data to ensure that your tenancy is not breached in any way.

Your contact history

If you contact us by email or by phone, then we may keep a record of this. This is useful for us to confirm future queries either of us may have with your tenancy, or with the services you have received from us. We also use these for ongoing staff training. We may also anonymize and aggregate information and use it to see patterns in our services so that we can improve.

Who we share your data with

Your data may be shared with your landlord, contractors, referencing agency, utility companies, local authorities, rent guarantee insurers. We only share the amount of data that is required by each of these companies / individuals, for them to action their involvement accordingly.

Your data; your rights

We want to keep you informed about how we use your information. You have a right to know this in line with GDPR guidelines. You have a right to request details about the data we have on you, the right to request we correct any inaccurate personal information, the right to no longer receive some information from us and the right to have some or all of your data forgotten or deleted.

If you have any questions about these rights, please contact us on admin@gpslettings.com

Any concerns about how your data is handled should be reported to us at admin@gpslettings.com

The legislation is regulated by the ICO and concerns about how your data is handled can also be reported to them on their web site <https://ico.org.uk/concerns/handling/>