

Smedmore Estate

PRIVACY STATEMENT

By continuing to use this site you a) agree to us providing to you the information you have requested and b) confirm that you have read and agree to the use of your information as set out in our privacy policy below.

ABOUT

Smedmore Estate and Smedmore Caravan Site is committed to ensuring that your privacy is protected. This privacy policy explains how we use the information we collect about you, how you can instruct us if you prefer to limit the use of that information, and the procedures that we have in place to safeguard your privacy.

THIS POLICY

This privacy policy applies to the use and processing of personal information collected and used by Smedmore Estate and Smedmore Caravan Site. Links within this website to other organisations/companies' websites are not covered by this policy and consequently we encourage you to read the Privacy Statements of any third party websites when entering their domain(s).

Personal information is information, or any combination of separate pieces of information, that could be used to identify you.

SECURITY

Smedmore Estate and Smedmore Caravan Club is fully committed to protecting the privacy of our clients and customers and protecting their personal information through our obligations of the Data Protection Act 1998 and General Data Protection Regulations 2018.

The personal information we collect from you is only that which is required by a Landlord or Managing / Letting Agent.

WHAT IS COLLECTED AND HOW

We collect information directly from you when you contact us by telephone, letter, fax or email, including name, email address, postal address and telephone number if you are making enquiries regarding our let properties or other professional services. We may also request further details, such as proof of identification, your date of birth, bank payment information, SBI number, VAT number etc.

We may also obtain information about you from other sources, including publicly available sources, such as the Land Registry, professional practices, social media platforms and credit reference agents.

WHY IS IT COLLECTED

The information collected is required for several reasons including:

- Obtaining and relaying references and credit checks.
- Reporting to and taking instructions.
- Preparing and processing documents and contracts.
- Passing the names of new tenants to utility companies and the local authority.
- Passing on forwarding addresses of former tenants to utility companies.
- Providing tenant's contact details to contractors (when work needs to be carried out).
- Informing a guarantor where the tenant has failed to pay rent.
- Disclosing details of a tenant who has rent arrears or other debts to a tracing agent or debt collector / solicitor.
- Matters in connection with legal proceedings.
- Administering bookings for Smedmore House and Smedmore Caravan Site.

HOW WILL IT BE USED

We use your personal information in accordance with all relevant data protection legislation including the Data Protection Act 1998 and the EU General Data Protection Regulations (GDPR) 2018.

Smedmore Estate will only process your information in pursuance of our legitimate interests. Where we need to manage your account and protect you against or identify possible fraudulent transactions, we will do so in accordance with our legal obligation placed on us under law. We will seek consent from you if we need to process your data for solely identified purposes. To ensure meaningful consent is obtained from you, Smedmore Estate will provide you with reasonable notice ensuring that your consent is provided on an informed basis.

We store personal information on secure servers with access limited to authorised personnel, or on paper files which are kept in our secure stores or our Agent's offices and locked cabinets. We will not release personal details to third parties unless this is necessary in order to fulfil our contracted duties. We may also transfer Information as required to obtain legal advice, comply with legal requirements, protect rights and property, and the safety of its employees, clients, customers, tenants, suppliers and others.

You have the right to request Smedmore Estate not to send such information or to pass information to third parties for such purposes. You can exercise that right by contacting enquiries@fowlerfortescue.co.uk. You can specify whether you would be happy to continue to receive email or postal contact, or if you would prefer to receive neither.

WHO WILL IT BE SHARED WITH

We will not share your data with anyone for marketing purposes. However there are occasions when it is necessary to share personal data in the performance of our legitimate interests.

- Managing agents
- Credit agencies
- Professional advisors
- Legal practitioners
- External contractors

RETENTION PERIOD

We will retain personal information for the period necessary to fulfil the purposes outlined in this Privacy Policy, unless a longer retention period is required or permitted by law. We are required under UK tax law to keep clients' basic personal data (name, address, contact details) for a minimum of six years.

We shall retain all or part of the data for a period of six months from the termination of any tenancy or proceedings in connection with a tenancy.

In the event that a tenancy application is made that does not result in a tenancy being created the data will be retained for 2 months.

YOUR RIGHTS UNDER GDPR

The GDPR creates some new rights for individuals, and strengthens some of the rights that currently exist. An individual's rights under GDPR are:

1. The Right to be Informed
2. The Right of Access
3. The Right of Rectification
4. The Right to Erasure
5. The Right to Restrict processing
6. The Right to Data portability
7. The Right to Object
8. Rights in relation to automated decision making and profiling

1. The Right to be Informed

This obligates the data controller's need to provide at your request "fair processing information", typically through a privacy notice such as this, in order to provide transparency over how Smedmore Estate uses personal data.

2. The Right of Access

This right allows you to request confirmation that your data is being processed, access to your personal data, and the supplementary information that is provided in this privacy policy.

3. The Right of Rectification

You have the right to have your personal data corrected if it is inaccurate or incomplete. If Smedmore Estate has disclosed your personal data to third parties, we must then inform them of the rectification where possible, and inform you about the third parties to whom your data has been disclosed, if appropriate.

4. The Right to Erasure

This is known as the “right to be forgotten”, and the principle underpinning this right is to enable an individual to request the deletion or removal of personal data where there is no compelling reason for its continuing processing. Some requests however can be refused for specific reasons as set out on the ico.org.uk website. We may also have to retain some basic details to ensure we do not start processing your data again, should it be provided to us through a purchase of data.

5. The Right to Restrict Processing

You have the right to “block” or suppress processing of personal data, i.e. request not to be contacted for marketing or information dispersal. In this case your data would be retained to ensure that the restriction is respected in future.

6. The Right to Data Portability

This right allows individuals to obtain and reuse their personal data for their own purposes across different services, i.e. to move, copy or transfer personal data from one IT environment to another in a safe and secure way (an example would be a bank allowing you to access your personal online banking data and then upload it to a price comparison website to compare and identify your best value banking options).

7. The Right to Object

Individuals have a right to object (on “grounds relating to his or her particular situation”) to:

- processing of their data based on legitimate interests or the performance of a task in the public interest/exercise of official authority (including profiling);
- direct marketing (including profiling); and
- processing for purposes of scientific/historical research and statistics.

If you wish to discuss/request any of the above rights, please email the Data Protection officer on enquiries@fowlerfortescue.co.uk.
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HOW CAN YOU ACCESS THE PERSONAL INFORMATION WE HOLD ABOUT YOU

If you would like to see the data we hold about you, you can submit a subject access request by emailing enquiries@fowlerfortescue.co.uk. As long as your request is not manifestly unfounded or excessive, we will provide you with this information free of charge, within 30 days of receipt of your written request. However we reserve the right to make a charge if providing this data requires we retrieve data from backups or storage facilities. We may request proof of identity before we release the data to you.

UPDATES/NEWS LETTERS

We occasionally send out updates about regulatory changes, news or future events to our retained clients we shall do this through email or through writing.

FURTHER INFORMATION

For more information on data protection legislation and related matters please visit the Information Commissioner’s website at www.ico.org.uk.

CHANGES

Any changes to the Privacy Policy will be posted on this page.

LEGAL

For retained and fee clients a copy of our Terms of Business and Terms of Engagement are available upon request.

FURTHER INFORMATION

If you remain concerned about information disclosure or have any questions about this Privacy Statement, this website or your dealings with Smedmore Estate you can contact us via e-mail on this site or by writing us at the following address:

Data Controller
Smedmore Estate
c/o Fowler Fortescue
The Old Dairy
Salisbury
Wiltshire
SP3 5SH

Email: enquiries@fowlerfortescue.co.uk

Tel: 01747 820031