

# Valley Property Managers

[www.valleypropertymanagers.co.uk](http://www.valleypropertymanagers.co.uk)

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## Declaration of Consent

We will handle personal data provided by you in the manner set out below. For your own benefit and protection, you should read these carefully before signing your agreement to them. If you do not understand any part, please ask for further information.

At Valley Property Managers (VPM) we aim to deal with the data that we hold fairly and lawfully. This page has information about the data held by us, how it is used, and what you can do if you want it deleted.

## Personal data on our systems

If you are in our system as a landlord, tenant, or a guarantor for a tenant intending to take a tenancy with us, the entry will normally have been created from information provided by you by completing the relevant application form if you (a) are applying for a tenancy or acting as a guarantor (b) setting up an agency agreement with us.

The application form will ask for your signature as authorisation for us to hold such personal information. If you are supplying a reference to support a prospective tenant's application for a tenancy or a contractor supplying services to us, we will hold your details only to enable us to contact you regarding the reference or service being provided. If you write to VPM or contact us by email or via our website in order to request details of our services or properties we have to let, your name and contact details will be held by us unless or until you ask us to delete them.

If you make a personal visit to our premises, our CCTV system may record a time stamped digital record of your visit. Our system will automatically overwrite and delete this digital record after a maximum period of 4 weeks, unless during this period there has been criminal activity on our premises and law enforcement agencies request copies of the digital record.

We do not buy contact lists and have never sold any of the information we hold about people to third parties.

## **Data is held for the following purposes:**

- To allow us to identify our customers who may be tenants, prospective tenants, guarantors in support of a tenancy application, people supplying references in support of a tenancy application or guarantors.
- To provide information provided by you to request information from credit reference agencies about you.
- To verify information given by you for employers to verify employment dates, status and confirmation of annual salary.
- To request information from previous landlords or letting agents to confirm if rent payment obligations have been met and that all conditions stated in your tenancy agreement have been met.
- To obtain and confirm details given by you in our application form from other sources specified by you and acceptable to VPM.
- To identify service providers and contractors to VPM and to request and verify the suitability of these to provide a satisfactory service to VPM and our clients.
- Where we are acting for landlords to find tenants or obtain a service or products, it may be necessary for us to provide personal details to landlords, service providers and contractors to secure the tenancy, service or products in question.
- To allow us to send information about our services, properties we have to let, new services and special offers to people who have asked to receive it, either by telephone, email or by submitting a request via the contact form on our website.

## **Where we hold your data:**

Information is mostly held in our in house computer system.

- Our computer system is fully protected by continually updated firewall, anti-virus and anti-malware security, constantly scanning our systems.
- Our computer system is backed up to the cloud and fully password protected.
- We do hold certain information in our office files that are secure and our premises are monitored by CCTV and fully alarmed.

- We hold contact details for applicants on our website requesting information from us regarding our services or properties available or to be notified if properties become available. This is based on information you have requested, we do not use these as general marketing lists.
- We will only hold personal data if you become a customer, tenant, guarantor, reference provider, service provider or contractor to us.
- If, after supplying us with personal data, you do not become a customer, tenant, guarantor or reference provider, we will return your data on request if it is in written format or delete any digital files kept on our computer system. If no request is made, we will automatically delete or destroy your data within 4 weeks of the final decision being made, unless you give us your specific consent for us to hold this data for future use.
- If you are a service provider or contractor, we may keep your data on our systems for possible future business opportunities, unless you request us to delete or destroy them.

## **Unsubscribing or removing your data from our system**

We may periodically send out newsletters or details of our services or properties we have to let. Our mailings will include links to click if you want to stop receiving such emails.

If you want us to actually delete your details from our system you will need to contact us. We will, in most cases, do this to the best of our ability, but note that if you are a customer or supplier, we will need to retain your details for legal reasons for a minimum of 7 years from the date of business. This is in case we receive an enquiry from HMRC.

If you have asked to be removed from mailings but then get another mailing from us - apologies. Accidents do happen sometimes. It may be that the unsubscribe link on that email was not set up properly. Send an email to: [info@valleypropertymanagers.co.uk](mailto:info@valleypropertymanagers.co.uk) and we will check and make sure you are properly unsubscribed.

## **Visitors to our website**

- We do gather information regarding visitors to our website but this only informs us of the number of visitors and the areas visited. We are unable to identify specific users or specific IP addresses of visitors to our site.

- We also use a third party provider to host our website. This provider is unable to identify specific users or specific IP addresses of visitors to our site.

## Social Media

We may use various social media organisations such as Facebook, Twitter and LinkedIn in compliance with the relevant organisation’s own terms and conditions.

## Further information

This privacy notice was drafted with brevity and clarity in mind. It does not provide exhaustive detail of all aspects of our collection and use of personal information. However, we are happy to provide any additional information or explanation needed.

If you have any questions about how we deal with data in our systems, please either email, “The data controller” at [info@valleypropertymanagers.co.uk](mailto:info@valleypropertymanagers.co.uk) or use the contact form on our website at [www.valleypropertymanagers.co.uk](http://www.valleypropertymanagers.co.uk).

If you consider that we have not dealt with your data correctly, note that you have the right to complain to the Information Commissioners Office at [www.ico.org](http://www.ico.org).

## Declaration

I/We understand that the information given on this form or on any application forms, agency agreements, emails, written or printed media submitted by me/us to Valley Property Managers (VPM) will be retained by VPM (The data controller) on computer and other records for the administration of becoming a customer, landlord, tenant, guarantor, service provider or contractor. The information I/we have provided can be used specifically as detailed above.

**I/We declare that the information I/we have given to VPM is true to the best of my/our knowledge and belief. I/we authorise you to obtain any relevant information as detailed above and hereby authorise VPM to use this information specifically as detailed in the Privacy Policy of VPM.**

Name	Signed	Date
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.....	.....	.....

03/18