

Privacy Notice

Susan Thomas trading as Thomas Estates Lettings & Management is committed to protecting your privacy

Introduction

In this Privacy Notice the terms, 'we', 'us' and 'our' are references to Susan Thomas trading as Thomas Estates Lettings & Management ‘You’ and ‘your’ means the landlord, tenant or guarantor (or prospective or former tenant, resident or guarantor) to whom the notice is given.

You may contact us at: Thomas Estates Lettings & Management of Tynewydd Court, Llanasa CH8 9LY. Telephone 01745 361717 or email: Lettings@thomasestates.co.uk

This Privacy Notice sets out the basis on which any personal data we collect from you through our website (www.thomasesttaes.co.uk) or that you provide to us via other methods you may communicate with us, will be processed by us.

Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it.

Your privacy is important to us, and we are committed to keeping your information secure and managing it in accordance with our legal responsibilities under applicable data protection laws.

By accessing, browsing or otherwise using our website you confirm that you have read and agree to this Privacy Notice. If you do not agree with any part of this Privacy Notice, you should not use Our Site or use our services.

We reserve the right to change the contents of Our Site, including this Privacy Notice at any time, by posting such changes on Our Site. It is your responsibility to familiarise yourself with the Privacy Notice regularly to ensure that you are aware of any changes. Your continued use of Our Site following the posting of any such changes will constitute your acceptance of the revised Privacy Notice.

This Privacy Notice was last updated on 30th May 2023.

What information is being collected from you?

Category	Examples	When we collect
Personal contact information	Name Address Email Phone numbers	<ul style="list-style-type: none">• Where you engage with us to provide agency services• When you visit our website or use an online form to arrange a viewing, register for property alerts, request a lettings consultation or

Category	Examples	When we collect
		submit an enquiry
Personal identifiers	<p>Marital status</p> <p>Date of birth</p> <p>Nationality</p> <p>Tax status</p>	When you enter into a letting's agreement with us
Property information	<p>Address</p> <p>Property description</p> <p>Energy performance certificate ratings</p> <p>Property photographs</p>	When you ask us to market a property to let on your behalf
Financial information	<p>Bank account details</p> <p>Tax URN number</p>	<p>Where we manage a financial transaction for you,</p> <p>set up a standing order,</p> <p>or take payment for the services which we provide to you</p>
Identity verification details	<p>Date of birth</p> <p>Nationality</p> <p>Identity documentation</p> <p>Outcome of any checks</p>	<p>Where we are required by law to carry out:</p> <ul style="list-style-type: none"> • know your client anti-money laundering checks; or • checks to verify that you have the right to rent a property

Category	Examples	When we collect
Landlord property details	Proof of ownership Mortgage, insurance and licencing details Details of service contracts	When you ask us to provide letting services for your property
Tenant application details	Marital status Employment details Nationality and residential status Bank details and credit history Outcome of checks	When you make an application to rent a property with us and we carry our referencing and credit checks as part of this
Tenancy details	Move in and out date Meter readings Details of deposit paid Photographs of property for inventory or inspection	As part of contractual performance of a tenancy between a landlord and a tenant
Call recordings	A recording of your conversation Your calling phone number	When you leave message on our answerphone service When you call our office number
Special Category Information	Health information	When you volunteer this information to us

Category	Examples	When we collect
	Appropriate adjustments	

When will Special Data and Criminal Disclosures be collected?

We may have collected personal information from you which is of a sensitive nature. Where we have done so we treat this information in accordance with the additional protection it is given under data protection laws.

How do we use the information we collect?

Your information will be used by us in connection with the following purposes:

Data	Usage
Lettings services	<ul style="list-style-type: none"> • Helping you let your property, or to find a property to rent • To carry out tenant referencing and credit checks to assess if you are creditworthy before you move into a property • To protect a tenant's deposit by registering it with a deposit protection scheme • To process the receipt and payment of rent, maintenance and tax • To arrange an energy performance certificate or home report inspection • To arrange an inventory or to prepare a report on the condition of a property • To ensure that utility companies and local authorities can contact you for billing purposes • To arrange and carry out essential maintenance and emergency repairs to a property • To manage ongoing renewals of tenancies

Data	Usage
Marketing our services to you	<ul style="list-style-type: none"> • To provide you with general updates in relation to the property market • To provide you with information or services believed to be relevant to you
Responding to your queries	<ul style="list-style-type: none"> • To help answer any questions which you have asked one of our agents or staff members • To provide you with a quote for our services
Improving our services	<ul style="list-style-type: none"> • To keep client records up to date
Legal and Regulatory Obligations	<ul style="list-style-type: none"> • To comply with applicable laws where we are obliged to retain and/or disclose certain information • To investigate or address claims or complaints relating to your use of our services • For internal and external auditing purposes • To carry out anti-money laundering checks • To carry out right to rent checks
Other	<ul style="list-style-type: none"> • To take a payment for the services we provide • to collect a debt which is owed to us • for onward referencing where you are a tenant • Retention of copyright in all advertising material (including photographs)

The legal basis upon which we deal with your information

Wherever we collect or use your personal information, we will make sure we do this for a valid legal reason. This will be for at least one of the following purposes:

- *because it is necessary to fulfil the terms of our contractual performance with you* - if you have entered into a contract with us for example to manage a property
- *because it is necessary to support the legitimate interests of property management* - in all such cases, we will look after your information at all times in a way that is proportionate and respects your privacy rights and you have a right to object to processing as explained in the section on [Your Rights](#) below;
- *to meet responsibilities we have to our regulators, tax officials, law enforcement, or otherwise meet our legal responsibilities*
- *where we have obtained a clear consent from you* - we will always make it clear when we need your consent and how you can change your permissions at any time thereafter.

If you would like to know more about the legal reasons or legitimate interests that apply to a particular way in which we use personal information you can contact us at any time.

What is the source of the information we collect?

The majority of the personal information which we collect will have been voluntarily provided by you. We may also obtain your personal data from other sources including:

- third parties including credit reference agencies, law enforcement/regulatory bodies, social networks (such as Facebook), introducer companies who have referred you to us for the delivery of services, your employer, your solicitor or trustees, guarantor and referee's;
- online property portals such as Rightmove and Zoopla; and
- other publicly available sources such as the electoral roll.

How long do we retain your information?

The personal information that you provide will be retained by us in accordance with applicable laws and our internal Retention Policy of 7 years after a tenancy has ended. However, we will take reasonable steps to destroy or de-identify personal information we hold if it is no longer needed for the purposes set out above. We will only hold your personal information on our systems for as long as is necessary for the relevant purpose for which it was collected.

Who do we disclose your information to?

The information you provide to us will be recorded and stored on our computer systems and accessed by our staff for the purposes set out in this Privacy Notice or for other purposes approved by you.

We will also disclose your information to the following third parties when required for the following purposes:

If we are providing you with lettings services

Who	Why
Landlord, tenant and guarantor	<p>To comply with our legal obligations</p> <p>To keep all parties fully informed where we are the licensed managing agents of a property</p>
Utility switch partner	<p>For the purposes of notifying council tax, Welsh Water and energy suppliers at the property and for the purposes of setting up accounts with them when you start or end a tenancy</p>
Deposit protection service	<p>For the purpose of providing a tenancy deposit protection scheme</p>
Local authorities	<p>To notify council tax revenue officer</p>
The Property Ombudsman	<p>Where they are providing an alternative dispute resolution service in connection with the letting services which we are providing</p>
Rent Smart Wales	<p>An oversight body responsible for raising professional standards amongst landlords and letting agents in Wales, where information relating to you is requested by them in order to protect your interests</p>
Approved contractors	<p>To arrange and carry out essential maintenance and emergency repairs to your property</p> <p>To carry out inventory checks and report on the condition of your property</p> <p>To arrange gas or electric safety checks and any other statutory requirements to your home</p>

What marketing activity do we undertake

Where you contact us through the 'Mail Registration' page on our web site or make an enquiry on the phone or email to us, we will use the details you have supplied to us to provide you with our general property marketing by email or telephone communications.

If you wish to never receive any form of marketing communication from us you can let us know by contacting us (using our contact details provided above and below).

Third party websites

Our website may contain links to other websites. We accept no responsibility or liability for the content of other websites which are not under our strict control, in particular, we are not responsible for the protection and privacy of any information which you provide whilst visiting other websites and such sites are not governed by our Privacy Notice.

How do we keep your information secure?

We employ security measures which aim to protect the information provided by you from access by unauthorised persons and against unlawful processing, accidental loss, destruction or damage.

We also expect you to take reasonable steps to safeguard your own privacy when transferring information to us, such as not sending confidential information over unprotected email, ensuring email attachments are password protected or encrypted and only using secure methods of postage when original documentation is sent to us.

Third parties service providers who process your personal data on our behalf may be located in the UK or elsewhere in the world where different privacy laws may apply which may not offer the same level of protection as UK law. We only make these arrangements or transfers where we are satisfied that adequate levels of protection are in place to protect any information held in that country and that the service provider acts at all times in compliance with applicable privacy laws.

What are your rights?

Where we hold personal data about you, you are the 'data subject'. Subject to certain exemptions, and in some cases dependent upon the processing activity we are undertaking, you have certain rights in relation to your personal information.

Right to access personal information

You have a right to request that we provide you with a copy of your personal information that we hold. To exercise these rights, you should contact us. You can do this by email, telephone or writing to us at the address with contact details above. You have the right to be informed of; (a) the source of your personal information; (b) the purposes, legal basis and methods of processing; (c) the data controller's identity; and (d) the entities or categories of entities to whom your personal information may be transferred.

Right to rectify or erase personal information

You have a right to request that we rectify inaccurate personal information. We may seek to verify the accuracy of the personal information before rectifying it.

You can also request that we erase your personal information in the following limited circumstances:

- where it is no longer needed for the purposes for which it was collected; or
- where you have withdrawn your consent (where the data processing was based on consent); or
- following a successful right to object; or
- where it has been processed unlawfully; or

- to comply with a legal obligation to which we are subject.

We are not required to comply with your request to erase personal information if the processing of your personal information is necessary:

- for compliance with a legal obligation; or
- for the establishment, exercise or defence of legal claims.

Right to restrict the processing of your personal information

You can ask us to restrict the processing of your personal information, but only where:

- its accuracy is contested, to allow us to verify its accuracy; or
- the processing is unlawful, but you do not want it erased; or
- it is no longer needed for the purposes for which it was collected, but you still need it to establish, exercise or defend legal claims; or
- you have exercised the right to object, and verification of overriding grounds is pending.

We can continue to use your personal information following a request for restriction:

- where we have your consent; or
- to establish, exercise or defend legal claims; or
- to protect the rights of another natural or legal person.

Right to transfer your personal information

You can ask us to provide your personal information to you in a structured, commonly used, machine readable format, or you can ask to have it transferred directly to another data controller, but in each case only where:

- the processing is based on your consent or on the performance of a contract with you; and
- the processing is carried out by automated means.

Right to object to the processing of your personal information

You can object to any processing of your personal information which has our legitimate interests as its legal basis, if you believe your fundamental rights and freedoms outweigh our legitimate interests.

If you raise an objection, we have an opportunity to demonstrate that we have compelling legitimate interests which override your rights and freedoms.

Right to lodge a complaint with your local supervisory authority

You have a right to lodge a complaint with your local supervisory authority if you have concerns about how we are processing your personal information.

We ask that you please attempt to resolve any issues with us first, although you have a right to contact your supervisory authority at any time.

If you wish to access any of the above rights, we may ask you for additional information to confirm your identity and for security purposes before disclosing personal information to you. We reserve the right to charge a fee where permitted by law, for instance if your request is manifestly unfounded or excessive.

You can exercise your rights by contacting us using the details above at the head of this Privacy Notice. Subject to legal and other permissible considerations, we will make every reasonable effort to honour your request promptly or inform you if we require further information in order to fulfil your request.

We may not always be able to fully address your request, for example if it would impact the duty of confidentiality we owe to others, or if we are legally entitled to deal with the request in a different way.

How to contact us

If you have questions or comments about our Privacy Notice or if you wish to exercise your rights mentioned above, please contact us at

Email: Lettings@thomasestates.co.uk

Post: Data Protection Officer, Thomas Estates Lettings & Management, Tynwydd Court, Llanasa CH8 9LY; or

Telephone: 01745361717

If you have any concerns or complaints as to how we have handled your personal data you may lodge a complaint with the UK's data protection regulator, the ICO, who can be contacted through their website at <https://ico.org.uk/global/contact-us/> or by writing to Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.