



BAMBOO LETTING'S PRIVACY NOTICE

Bamboo Lettings and the General Data Protection Regulation (GDPR)

Bamboo Lettings is a Letting Agent registered with the Information Commissioners Officer as a Data Controller.

Our registration number is **ZA414944**

Data Controller: Bamboo Estates LLP

Address:

Partnership Building
Hamilton Street
Birkenhead
CH41 5AA

Bamboo Estates LLP trading as Bamboo Lettings ("Bamboo Lettings") is committed to protecting and respecting your privacy. We believe it is extremely important to keep any personal information we have about our customers secure and confidential.

Legislation applies to Bamboo Letting's use of anyone's personal information and everyone has rights regarding how their personal information is handled.

The General Data Protection Regulation 2016 came into force on 25th May 2018 and Bamboo Lettings will adhere to the regulation at all times.

We have published this statement to tell you:

- How we store your personal information
- What we use your personal information for
- What information we may collect about you
- Who (if anyone) we pass it on to and how they use it.
- Your rights

How we store your personal information

This Privacy Statement tells you what to expect when Bamboo Lettings collects and stores personal and sensitive personal information. It applies to information we collect about tenants, service users, leaseholders, contractors, suppliers, partners, agents, board members and staff.

We store your personal information solely on computers. Any paper copies of application forms will be destroyed once the information has been transferred on to the computer system.

It is held securely and we have security measures in place to protect it. Further information on why we collect information and how we store it can be found under the headings below.

We use computers which are owned or managed by our suppliers, these computers are secure and protected. Where we use computers outside of our offices, including laptops and iPads, they are also secure and protected.

What we use your personal information for:

Tenants

During your tenancy we may collect and process information about you and members of your household. The lawful basis for this processing in most cases is contractual. We do this to:

- Manage your tenancy and the property you live in
- Monitor compliance with the terms of your tenancy
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- Conduct surveys in order to monitor and improve services
- Processing and responding to complaints and enquiries, MP and Councillor enquires, tenant representative enquiries (with written permission) and subject access enquiries

Personal information is stored on our computer systems and/or a file. We also share relevant information with suppliers who provide services to Bamboo Lettings for income collection and repairs and maintenance.

Unless we advise you otherwise we will only collect and process personal information to carry out these functions.

Contractors, suppliers, partners and agents

We will collect relevant information from you in accordance with our contracts or information sharing agreements. This may include names and qualification information relating to your staff. The purpose is to enable you to provide services to our tenants on behalf of Bamboo Lettings.

Information will be held on our computer system.

Board Representatives

Throughout your appointment as a Board Representative we may collect and process personal information about you. The lawful basis for this processing in most cases is contractual. We do this to:

- Contact you in relation to your role as a Board Representative
- Deliver tailored training and support
- Monitor Equality and Diversity (the information provided is anonymised and used only for statistical monitoring purposes which help us make improvements)
- Register you as a Board Director at Companies House

Information is held centrally on our computer system.. We may share this information with Magenta Living who provide governance support to Bamboo Lettings.

Fraud detection

We may use data disclosed to us for the purpose of preventing and detecting fraud. The lawful basis for this processing in most cases is legitimate interest.

Any personal data disclosed may be used for the purpose of preventing and detecting fraud. This includes information provided to us online or not.

The data collected may be used for the purpose of data matching and for further investigations. This involves comparing the data we hold on you with that held by third parties solely for the purpose of detecting and preventing fraud. We might also use your data to further investigate fraud that we think might have been committed.

This involves checking with various third parties, such as the Land Registry, banks, schools and utility companies.

Information we may collect from you

We may collect the following personal information about you when you first come to us. The lawful basis for this processing in most cases is contractual.

- Your name, address and contact details for use across Bamboo Lettings and by our suppliers and partners
- Sensitive personal information such as age, sex, date of birth and whether you have any particular property preferences, so that we can better assist in finding a suitable property.

For Housing Management purposes:

- Your housing needs, so we can ensure your home is suitable for you
- Your bank details and Direct Debit information for payment of rent or service charges (we only exchange the details with the account holder and the third party who manages our Direct Debits)
NB - if you pay us using your credit and debit card, we do not store the details, and we only exchange this information with the card holder)
- Benefit and council tax information, to verify your circumstances
- Details relating to the repair and maintenance of your home

- Information that you provide to Bamboo Lettings
- Feedback from our contractors, about their appointments with you

Who we might share your personal information with

Normally, only Bamboo Lettings will be able to access your personal information. However, we may need to share your information with third parties. We do this to achieve the purposes as set out in the links above.

We also share information with:

- Contact Centre service supplier
- Suppliers for carrying out health, safety and compliance checks (e.g. gas servicing, lifts, asbestos and legionella).
- Our suppliers, who enable us to provide our services to you, or who provide services on our behalf
- Property maintenance contractors e.g. to undertake repairs, maintenance or improvements to your home
- IT providers who own or manage the computers, phones or systems we use
- Banks, e.g. to carry out payments through a secure system
- Additional staff resources
- Our professional advisors and providers of financial services
- Training providers or learning institutions
- Utility companies
- For crime prevention or detection, risk assessment, resolution of complaints
- Local Authorities, Safeguarding Boards, regulators, government departments and other public bodies
- MPs, Councillors and the Ombudsman

We will only share the minimum information necessary for the department, contractor or agency to carry out their services on behalf of Bamboo Lettings.

We share limited personal information of our tenants with external contractors. Such as name, address and telephone number.

We do not share your personal information with anyone who claims to represent you, unless we are satisfied that you have appointed them or they act in some recognised official capacity. There may be a delay in dealing with requests while we confirm the caller's identity or check that we have your approval to deal with them.

We do not give anyone else access to your information in return for payment for their marketing or commercial purposes.

We may sometimes be obliged to disclose your personal data by law, such as by a regulator with appropriate power or court order. Information held by public bodies can be subject to Freedom of Information.

Unless you pay your bills using Direct Debit, we will not usually retain your payment details. Whoever pays your bills will have to give us the payment card details each time they make a payment.

To enhance your experience with Bamboo Lettings, you can:

- Give details of your friends, relatives or neighbours who you trust to contact us on your behalf, e.g. to arrange one of our services for you

- Give details of anyone to whom you have given a Power of Attorney to contact us on your behalf
- Give your consent for your name, image, video or story for brochures, advertising, press releases, social media or for use by the media
- Provide details about any complaints about our service or other individuals, or accidents or incidents involving you or your home
- Provide your comments about the services you have received from us or our suppliers.

How long we keep information for

We have a document retention schedule which sets out how long we keep different types of information for. We follow legal requirements and best practice.

Your rights – Accessing the information we have about you

You have a legal right to access the information we hold on you. This is called a Subject Access Request.

By law we have a maximum of one calendar month to deliver the information from the point your completed request (form) has been verified.

We have a Subject Access Request form which provides further information and will help you to submit your request. You can write to our Data Protection Officer at Bamboo Lettings, Partnership Building, Hamilton Street, Birkenhead, Wirral CH41 5AA to request a form and information that will help you submit your request. If you are unable to access the form, you can also email us info@bamboolettings.com or telephone us on 0330 123 4977

Your right to certain information may be restricted. For example, information relating to a third party or information relating to a Police investigation.

You have the right to ask us not to process your personal information. However, we may be unable to provide our services to you if we are unable to record and process certain details.

Your rights – Withdrawal of consent

We make it easy for individuals to withdraw their consent to us processing their personal data. You can request a copy of the Request to Withdraw Consent by contacting us on the contact details provided in the 'How to contact us' section of this privacy notice.

Requests to withdraw should be sent to the organisation's Data Protection and Compliance Officer (DPCO) for recording and processing. The DPCO will determine the implications and notify the individual of the outcome. We act on individual requests to withdraw consent as soon as possible

Withdrawing consent does not retrospectively render processing unlawful.

Your rights – Right to rectification

You have the right to rectify inaccurate personal data concerning you. Taking into account the purposes of the processing, you have the right to have incomplete personal data completed by providing a supplementary statement.

Your rights – Right to erasure (right to be forgotten)

You have the right, (under certain circumstances, but not all) to oblige to erase personal data concerning you.

Your rights – Right to restriction of processing

You have the right (under certain circumstances, but not all) to restrict processing of your personal data. For example, you may request this if you are contesting the accuracy of personal data held about you.

Your rights – Right to data portability

You have the right (under certain circumstances, but not all) to be provided with the personal data about you, which you have provided, in a structured, commonly used and machine-readable format.

You also have the right to ask for it to be transmitted to another controller.

Your rights – Right to object to direct marketing

Where your personal data is processed for direct marketing purposes, you have the right to object at any time to processing of your personal data for marketing, which includes profiling to the extent that it is related to such direct marketing.

Your rights – Right to relation to automated decision making and profiling

Bamboo Lettings does not perform any automated decision-making based on personal data that produces legal effects or similarly significantly affects you.

Visitors to our website

We collect information from forms filled in when you contact us online. The lawful basis for this processing in most cases is legitimate interest.

Links to other websites

This privacy statement doesn't cover links within our website to other websites. We encourage you to read the privacy statements on the other websites you visit.

Social Media

We exclude liability for actions taken in response to breaches of any Bamboo Lettings policy. The responses described in this privacy statement are not limited, and we may take any other action we reasonably deem appropriate. Where you make a contribution to our social media, we may also take the following actions in addition to any other actions described above:

- Immediate, temporary or permanent withdrawal of your right to use our social media
- Immediate, temporary or permanent removal or editing of any posting or material uploaded by you to our social media.

Changes to this Privacy Notice

We keep our privacy notice under regular review. We will update it if we undertake any new or amended processing. This privacy notice was last updated on 25th May 2018.

We will display the new Statement in all places where it can usually be found.

Further Information

This privacy statement does not provide detail on all aspects of Bamboo Lettings' collection, and use of, personal information. We're happy to provide any further information or explanation needed.

Please contact us using the information below.

How to contact us

If you want to get in touch you can do so via email at info@bamboolettings.com or by phoning us on 0330 123 4977 or writing to us at:

Data Controller
Bamboo Lettings
Hamilton Street
Birkenhead
Wirral
CH41 5AA

Complaints

Bamboo Lettings tries to meet the highest standards when collecting and using personal information. We take any complaints we receive seriously. We encourage people to bring it to our attention if they think that our collection or use of information is unfair, misleading, inaccurate or inappropriate.

We may compile and publish statistics showing information, like the number of complaints we receive, but not in a form that identifies anyone.

You can make a complaint by calling us on 0330 123 4977 or emailing info@bamboolettings.com.

If you remain unhappy with our response you have the right to complain to the Information Commissioners Office by writing to:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF