



DOUGLAS DICKSON
PROPERTY MANAGEMENT LIMITED

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Douglas Dickson Property Management Limited

Fair Processing Notice

How we use your personal information?

This notice explains what information we collect, when we collect it and how we use this. During the course of our activities we will process personal data (which may be held on paper, electronically, or otherwise) about you and we recognise the need to treat it in an appropriate and lawful manner. The purpose of this notice is to make you aware of how we will handle your information.

Who are we?

Douglas Dickson Property Management Limited, 3 Fitzroy Place, Glasgow, G3 7RH (“we” or “us”) take the issue of security and data protection very seriously and strictly adhere to guidelines published in the Data Protection Act 2018 and the UK General Data Protection Regulation, together with any domestic laws subsequently enacted.

We are registered as a controller with the Information Commission (IC) under registration number Z1871470 and we are the controller of any personal data that you provide to us.

Our point of contact for data protection is Neil Livingstone.

Any questions relating to this notice and our privacy practices should be sent to Neil Livingstone, Douglas Dickson Property Management Ltd, 3 Fitzroy Place, Glasgow, G3 7RH, email: info@douglasdickson.co.uk.

How we collect information from you and what information we collect

We collect information about you:

- when you apply for housing with us or apply to rent offices or shops with us, request us to act as your agent if you are a landlord, become a tenant, request services/repairs, enter in to a tenancy agreement with ourselves howsoever arising or otherwise provide us with your personal details;
- from your use of our online services, whether to report any tenancy related issues, make a complaint or otherwise;
- from your arrangements to make payment to us (such as bank details, payment card numbers, employment details, benefit entitlement and any other income and expenditure related information).

In order to consider your application for a tenancy agreement and fulfil the landlord's duties under any subsequent contract, we require to collect the following information about you:

- name;
- address;
- telephone number;
- email address;

We also have a legitimate interest in obtaining, processing and storing the following information about you:

- National Insurance number;
- Employer name and proof of salary
- Next of kin

We receive the following information from third parties and have a legitimate business interest in processing that information:

- benefits information, including awards of Housing Benefit/Universal Credit;
- payments made by you to us;
- complaints or other communications regarding behaviour or other alleged breaches of the terms of your contract with us, including information obtained from Police Scotland;
- reports as to the conduct or condition of your tenancy, including references from previous tenancies, and complaints of anti-social behaviour.

Why we need this information about you and how it will be used

We need your information and will use your information:

- to undertake and perform our obligations and duties to you in accordance with the terms of our contract with you;
- to enable us to supply you with the services and information which you have requested;
- to enable us to respond to your repair request, housing application and complaints made;
- to analyse the information we collect so that we can administer, support and improve and develop our business and the services we offer;
- to contact you in order to send you details of any changes to our services or supplies which may affect you;
- for all other purposes consistent with the proper performance of our operations and business; and
- to contact you for your views on our products and services.

Usage Data whilst using our website

We may collect information about you when our website is accessed and used ("Usage Data"). This Usage Data may include information such as your computer's Internet Protocol address (e.g. IP address), browser type, browser version, the pages of our Service that you visit, the time and date of your visit, the time spent on those pages, unique device identifiers and other diagnostic data.

Tracking & Cookies Data

We use cookies and similar tracking technologies to track the activity on our Service and hold certain information.

Cookies are files with small amount of data which may include an anonymous unique identifier. Cookies are sent to your browser from a website and stored on your device. Tracking technologies also used are beacons, tags, and scripts to collect and track information and to improve and analyse our Service.

You can instruct your browser to refuse all cookies or to indicate when a cookie is being sent. However, if you do not accept cookies, you may not be able to use some portions of our Service.

Sharing of your information

The information you provide to us will be treated by us as confidential and will be processed only by our employees within the UK. We may disclose your information to other third parties who act for us where it is in our or the third party's legitimate interests so long as those interests are not contrary to your rights and freedoms under data protection laws. This includes the following:

- if your landlord requires or requests your information;
- if we enter into a joint venture with or merge with another business entity, your information may be disclosed to our new or prospective business partners or owners;
- if we instruct repair or maintenance works, your information may be disclosed to any contractor;
- if we are investigating a complaint, information may be disclosed to Police Scotland, local authority departments, Scottish Fire & Rescue Service and others involved in any complaint, whether investigating the complaint or otherwise;
- if we are updating tenancy details, your information may be disclosed to third parties (such as utility companies and local authority);
- if we are investigating payments made or otherwise, your information may be disclosed to payment processors, local authority and the Department for Work & Pensions;
- if we are conducting a survey of our products and/or service, your information may be disclosed to third parties assisting in the compilation and analysis of the survey results;
- if we take payment from you or make payments to you we may be required to disclose your information to our client bank account provider;
- if we are asked by HMRC in regard to taxation, your information may be accordingly disclosed;

Unless required to do so by law, we will not otherwise share, sell or distribute any of the information you provide to us without your consent.

For Private Residential Tenancies we may disclose your personal details to One Utility Bill Limited ("One Utility Bill or OUB") and the incumbent Energy Supplier for the purposes of Utility Registration.

At the start of the tenancy, gas and electricity will be provided, or will be in the process of being provided by the incumbent Energy Supplier, the details of this supplier information may be communicated to you by One Utility Bills customer service team via phone call and/or email.

Tenants are not in a contract with their incumbent Energy Supplier and are free to choose any Energy Supplier option available to them.

You agree that we may pass your name, phone number and email address, to One Utility Bill, for the purposes of;

- registering the gas and electricity meters at the property in your name with the incumbent Energy Supplier providing gas and electricity to you and administering your account with the incumbent Energy Supplier if applicable;
- informing the relevant Council for your property, of the new tenancy commencing, if required.

One Utility Bill will handle your data in the manner set out in One Utility Bill's standard Terms and Conditions available on their website. One Utility Bill will not hold any personal details longer than is necessary and will only use it for the purposes as set out above in a lawful manner.

Transfers outside the UK and Europe

Your information will only be stored within the UK.

Security

When you give us information, we take steps to make sure that your personal information is kept secure and safe in line with our Privacy Policy.

How long we will keep your information

We review our data retention periods regularly and will only hold your personal data for as long as is necessary for the relevant activity, or as required by law (we may be legally required to hold some types of information), or as set out in any relevant contract we have with you.

We will retain tenant information for up to 7 years from the end of the tenancy and applicants for a property for up to 1 year.

Your rights

You have the right at any time to:

- ask for a copy of the information about you held by us in our records;
- require us to correct any inaccuracies in your information;
- make a request to us to delete what personal data we hold about you;
- ask us to restrict or object to processing;
- data portability (in certain circumstances);
- be informed of and challenge any decisions based solely on automated processing;
- object to receiving any marketing communications from us; and
- complain to us if you believe we have not used your personal data in compliance with data protection law.

If you would like to exercise any of your rights above please contact us at info@douglasdickson.co.uk.

Should you wish to complain about the use of your information, you should contact us to complain in the first instance. You can complain to us by filling in a data subjects' complaint form available by requesting a copy by email at info@douglasdickson.co.uk.

You also have the right to complain to the IC in relation to our use of your information. The IC's contact details are noted below:

The Information Commission – Scotland
6th Floor, Quatermile One, 15 Lauriston Place, Edinburgh, EH3 9EP
Telephone: 0303 123 1113
email: scotland@ico.org.uk

The accuracy of your information is important to us - please help us keep our records updated by informing us of any changes to your email address and other contact details.