

Struan Baptie Property Management – Privacy Notice

1- Our contact details:

Name: Struan Baptie Property Management

Address: 1A Victoria Road, Dundee. DD1 1EL

Phone Number: 01382 787999

E-mail: contact@sb-pm.co.uk

Web site: www.sb-pm.co.uk

2- What type of information we have:

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name and contact details)
- Bank account information
- Details of credit checks
- Copies of references

3 - How we get the information and why we have it:

Most of the personal information we process is provided to us directly by you for our business purposes, which include the letting, management and maintenance of private residential properties.

We also receive personal information indirectly, from the following source in the following scenario:

- Details of credit checks which are undertaken by reputable companies.

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

(a) Your consent. You are able to withdraw your consent at any time. You can do this by contacting reception@sb-pm.co.uk

(b) We have a legal obligation

4 - What we do with the information we have

We use the information that you have given us in order to deliver our services to clients and tenants. We may share some of this information with professional companies that undertake credit checks for us or with contractors who provide services, enabling us to provide a fast and effective service and a response in the event of emergency call out.

5 - How we store your information

Your information is securely stored. Contractors are only provided with enough information for them to carry out their role. They have been instructed that they should keep the information secure and destroy it after they have completed their assigned task.

We have undertaken an information audit and established a retention policy for Struan Baptie Property Management. At the end of the retention period, we will dispose of your information by secure shredding.

6 - Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal data in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you. Please contact us using the information from Section 1 if you wish to make a request.

If you wish to make a complaint about any aspect of this Privacy Notice please write/email and we will aim to respond within 5 working days.

7 - How to complain

You can also complain to the Information Commissioner's Office if you are unhappy with how we have used your data. The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Helpline number: 0303 123 1113