



Privacy Statement

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Privacy Notice

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.

Savi Property and its Proprietor (Mr Christian Saverimutto) is a provider rental properties (both residential & commercial) and deals with property management.

The company's address is;
45 Market Street
Hoylake
Wirral
CH47 2BQ

We are notified as a Data Controller with the Office of the Information Commissioner under registration number Z2959830 (Christian Saverimutto) and we are the data controller of any personal data that you provide to us.

Our Data Protection Officer is Christian Saverimutto (Tel. 0151 633 2885)

Summary

As a company we provide property for rent and property management services, as a result we primarily collect and process data in relation to the following data subjects;

- Tenants & Potential Tenants Applying to rent Property.
- Landlords & Investors
- Suppliers/Tradespersons

The information we may collect

Tenants

Full name
Gender
Date of birth
Nationality
Address
Previous addresses
Contact numbers
Passport
Driving licence
National insurance number
Nationality
Bank details
Company Directorships
Previous rental history
Credit history
Employment History

Landlords

Full name
Address
Contact numbers
Company status
Email addresses
Industry
Payment/account history
Business credit history
Property title information

Suppliers

Full name
Address
Nationality
Previous address
Email address
Contact numbers
Bank details
Payment/account history

How we collect information from you and what information we collect

We may collect information from you in a number of ways such as, but not limited to;

- In person from the data subject

- During conversations over the phone
- Email
- Post
- Data Suppliers
- Credit reference agencies
- Other landlords
- Other agents

Why do we collect information?

We will collect data for a number of reasons that will fall under our Lawful Basis of processing, they are as follows;

- Assess the suitability of the data subject
- To facilitate smooth operation of tenancy
- Administer and manage the tenancy
- Collect payments and manage rents
- Prevent fraud and financial crime
- Manage communications
- Ensure contractual obligations are met
- Compliance with regulatory obligations
- Due diligence

Lawful Basis of processing

The Lawful Basis of processing is based on the “Data Subject” in question, as detailed below;

Tenants

Consent – We will process your data to tell you about ours and our selected partners services and improve the service we give to you.

Contract – We will process your data to perform the necessary actions to deliver our commitment under the contract we have with you.

Legal Obligation – We will process your data to comply with our regulatory obligations.

Legitimate Interest – We may process your data for market research, analysis our performance and statistical analysis, or to defend a legal claim made against us

Legitimate Interest – We may process your data to provide references to other landlords under an authorised reference request.

Landlords & Suppliers

Consent – We may process your data to tell you about any opportunities that may be of interest to you.

Contract – We will process your data to perform necessary actions to deliver our commitment under the contract we have with you.

Legal Obligation – We will process your data to comply with our regulatory obligations.

Legitimate Interest – We may process your data for market research, analysis our performance and statistical analysis, or to defend a legal claim made against us

Data Subject Rights

The following outlines the rights that you hold in respect of the processing of your data by our company;

Some of the rights may not apply or have limitations, based on the Lawful Basis of processing that is taking place.

Right to be informed

All Data Subjects will be informed that the company is processing their data and what Lawful Basis that data is being processed under.

Right of Access & Correction

All Data Subjects have the right to access all of the data about them which is being processed by the company. All Data Subjects can correct any information held about them that is incorrect, to exercise these rights please contact us so that we can ensure your requirements are met.

Right to Erasure (Right to be Forgotten)

All Data Subjects have the right to be forgotten in relation to any data collected and processed as a result of the Consent basis of processing. If you would like to exercise this right, please contact us so that we can ensure your requirements are met.

Right to restrict processing

All Data Subjects have the right to restrict the processing of data held by the company to limit the activities it can carry out in relation to the Consent Basis of processing.

If you would like to exercise this right, please contact us so that we can ensure your requirements are met.

Right to Object (Right to withhold Consent)

All Data Subjects have the Right to Object or withhold consent to the processing of their data under the Consent basis of processing as detailed in the "Lawful Basis of processing" table above.

If you would like to exercise this or any of the rights above, please contact us so that we can ensure your requirements are met.

Data sharing

We will only share data, with its partners/suppliers in order to fulfil its obligations under the contract it has with them and to satisfy the Legal Obligation requirement.

We may share data with prospective/future landlords in respect of current and past tenancies.

Nothing in this document will prevent us from making any disclosure of data as required by law or by any competent authority.

We do not share any data for any other reason other than what is stated above.

In respect of data that is shared as above, we contractually require all service providers and/or recipients, to safeguard the privacy and security of personal information they process on our behalf and authorise them to use or disclose the information only as necessary to perform services on our behalf or comply with legal requirements.

We reserve the right to transfer your information in the event of a sale or transfer (wholly or partially) of our business or assets, with reasonable efforts on the acquirer to protect/use the information consistent with this statement.

How long do we keep data?

We only keep information for the amount of time necessary to fulfil the Contract obligation.

We will keep information for an extended period of time in relation to our Legal Obligation, but we will only keep the necessary information for this purpose.

We will keep some information for an extended period of time in relation to our Legitimate interest, but we will only keep the necessary information for this purpose.

International Transfers

We do not carry out transfers of data outside the EEA.

How do we protect Personal Data?

The security of personal data is extremely important to us, as a business we are committed to protecting the information we collect store and process. We maintain administrative, technical and physical safeguards designed to protect the data you provide, or we collect, against accidental, unlawful or unauthorised destruction, loss, alteration, access, disclosure or use.

We use TLS encryption in transit.

We store data only for as long as it is necessary to fulfil the purpose for which the data is collected, unless otherwise required or authorised by applicable law.

We take appropriate measures to destroy or permanently de-identify any data it is instructed to remove from the system as required by the User or legal authority.

Updates to this statement

From time to time this statement may be updated in light of regulatory changes or changes in the manner or way in which we operate in relation to its data. With this in mind we suggest, you review this statement at regular intervals. If any changes are significant we will endeavour to notify you and, where applicable, ensure your ongoing consent and/or acceptance.

Feedback or Questions relating to this statement

For any enquiries relating to this statement Savi Property can be contacted in the following ways:

Mr Christian Saverimutto MRICS
Savi Property
45 Market Street
Hoylake
Wirral
CH47 2BQ

Telephone 0151 633 2885

Email: enquiries@saviproperty.com

Complaints relating to how we handle your data

Should you wish to complain about the use of your information, we would ask that you contact us to resolve this matter in the first instance. You also have the right to complain to the Information Commissioner's Office in relation to our use of your information. The Information Commissioner's contact details are noted below:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF
Telephone: 0303 123 1113
Email: casework@ico.org.uk

In house complaints procedure

We are committed to providing a professional service to all our clients and customers. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please put it in writing, including as much detail as possible. We will then respond in line with the timeframes set out below (if you feel we have not sought to address your complaints within eight weeks, you may be able to refer your complaint to the Property Ombudsman to consider without our final viewpoint on the matter).

What will happen next?

- We will send you a letter acknowledging receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure.
- We will then investigate your complaint. This will normally be dealt with by the office manager who will review your file and speak to the member of staff who dealt with you. A formal written outcome of our investigation will be sent to you within 15 working days of sending the acknowledgement letter.
- If, at this stage, you are still not satisfied, you should contact us again and we will arrange for a separate review to take place by a senior member of staff.
- We will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter.

If you remain dissatisfied, you can then contact The Property Ombudsman to request an independent review: *The Property Ombudsman Ltd, Milford House, 43-45 Milford Street, Salisbury, Wiltshire, SP1 2BP* (Tel: 01722 333 306, Web: www.tpos.co.uk)

Please note the following:

You will need to submit your complaint to The Property Ombudsman within 12 months of receiving our final viewpoint letter, including any evidence to support your case.

The Property Ombudsman requires that all complaints are addressed through this in-house complaints' procedure, before being submitted for an independent review.

For any other complaints

Please contact this office in the first instance to resolve the matter. If the complaint cannot be resolved the complaint can be escalated to The Centre for Effective Dispute Resolution (CEDR) an approved Redress Scheme through to RICS, 70 Fleet Street, London, EC4Y 1EU; Or via The Property Ombudsman, Milford House, 43-55 Milford Street, Salisbury, Wiltshire, SP1 2BP.

Savi Property is a member of The Property Ombudsman Scheme, membership number T02109. Savi Property is a member of Client Money Protect, membership number CMP003808.