



PROTECTING UNOCCUPIED PROPERTY

Date last reviewed: 11 August 2024

Privacy Policy for Empty Property Services Ltd

Staff

Data Protection Officer: Lisa Thurston

Contact Details

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1. Introduction

Empty Property Services Ltd ("we," "us," or "our") is committed to protecting the privacy and security of your personal information. This Privacy Policy explains how we collect, use, disclose, and safeguard your data.

2. Information We Collect

We collect your information from the following places:

- From staff members or volunteers directly
- Employment agency
- Schools, colleges, universities or other education organisations
- Referees (external or internal)
- Occupational Health and other health providers
- Pension administrators or government departments (e.g. HMRC and DWP)
- Trade Unions
- Public sources (e.g. LinkedIn or other websites)

We collect or use the following personal information as part of **staff recruitment, administration and management**:

- Contact details (e.g. name, address, telephone number or personal email address)
- Date of birth



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- National Insurance number
- Gender
- Copies of passports or other photo ID
- Copies of proof of address documents (e.g. bank statements or bills)
- Next of kin or emergency contact details
- Employment history (e.g. job application, employment references or secondary employment)
- Education history (e.g. qualifications)
- Right to work information
- Details of any criminal convictions (e.g. DBS checks)
- Performance records (e.g. reviews, disciplinary records, complaints or disciplinary action)
- Training history and development needs
- Monitoring employees' IT use

We collect or use the following personal information as part of **managing salaries and pensions**:

- Job role and employment contract (e.g. start and leave dates, salary, changes to employment contract or working patterns)
- Time spent working (e.g. timesheets or clocking in and out)
- Expense, overtime or other payments claimed
- Leave (e.g. sick leave, holidays or special leave)
- Maternity, paternity, shared parental and adoption leave and pay
- Pension details
- Bank account details
- Payroll records
- Tax status
- Trade Union membership

We collect or use the following personal information for **managing staff health and wellbeing**:

- Occupational health referrals and reports



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- Sick leave forms or fit notes (e.g. Statement of Fitness for Work from a GP or hospital)
- Accident at work records
- Access needs or reasonable adjustments
- Protected Characteristics (as defined by the Equality Act and s.75 of the Northern Ireland Act for the purpose of equal opportunities monitoring)

3. Legal Basis for Processing

Under UK data protection law, we must have a “lawful basis” for collecting and using your personal information. The lawful basis for collecting your information are:

3.1 Performance of a Contract. We process much of your personal data because it is necessary for the performance of our employment contact with you.

3.2 Compliance with Legal Obligations. In some cases, we need to process your data to comply with our legal obligations. This includes:

- Verifying your identity and right to work in the UK
- Conducting necessary background checks
- Maintaining records for tax purposes
- Responding to requests from law enforcement or regulatory bodies

3.3 Legitimate Interests. We may process your data when it's necessary for our legitimate interests (or those of a third party), provided your interests and fundamental rights do not override those interests. Our legitimate interests include:

- Improving and developing our services
- Protecting our properties and the safety of our guardians
- Preventing fraud and other criminal activities
- Conducting market research and analytics to better understand and serve our guardians

We always conduct a balancing test to ensure that our legitimate interests do not unduly impact your rights and freedoms.

3.5 Special Category Data

In some instances, we may need to process special category data (such as health information or criminal record checks). We only do this when:

- You have given explicit consent
- It's necessary for employment, social security, or social protection law



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- It's necessary to protect your vital interests or those of another person
- It's necessary for the establishment, exercise, or defense of legal claims

We take extra care when handling special category data and have additional safeguards in place to protect it.

Remember, you have the right to object to our processing of your personal data in certain circumstances. If you wish to understand more about our legal basis for processing your data or to object to processing, please contact us using the contact details at the top of this document.

4. Data Sharing

We take your privacy seriously, and we will only share your data with third parties in limited circumstances. We carefully select our sub-contractors and third party suppliers and providers. We require all third parties to respect the security of your personal data and to treat it in accordance with the law.

We may share your data with:

- Carefully selected service providers and subcontractors including subcontractors:
 - to assist us with our initial background checks. You will provide this information directly to the sub-contractor, and any information you provide to them is also subject to the terms of their privacy policies.
- Professional advisers, for the purposes of fulfilling legal and/or regulatory requirements only
- By law. Where we are under a duty to do so in order to comply with any other legal or regulatory obligation, or to protect the rights, property or safety of Empty Property Services Ltd and our other guardians.

We do not sell your personal data to third parties.

6. Data Retention

We retain your data for only as long as necessary to fulfill the purposes for which it was collected, or as required by applicable laws. Specific retention periods include:

- Active employees: Duration of the employment agreement plus a reasonable period for potential follow-up questions.
- Past employees: A reasonable period to allow for potential re-employment.

7. Your 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 data.



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- **Your right to rectification** - You have the right to ask us to rectify personal data 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 data in certain circumstances.
- **Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal data in certain circumstances.
- **Your right to object to processing** - You have 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 personal data you gave us to another organisation, or to you, in certain circumstances.

You don't usually need to pay a fee to exercise your rights. If you make a request, we have one calendar month to respond to you.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

8. Data Security

We implement appropriate technical and organizational measures to protect your personal data, including:

- Encryption of data in transit and at rest
- Regular security assessments
- Staff training on data protection
- Access controls and authentication measures

9. International Transfers

We do not transfer your personal data outside the UK/EU. If this changes, we will ensure appropriate safeguards are in place.

10. Children's Privacy

Our services are not intended for children under 18. We do not knowingly collect data from children under 18.

11. Changes to This Policy

We may update this policy from time to time. We will notify you of any significant changes by email or through our website.



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12. Contact Us

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

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

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>