



PROTECTING UNOCCUPIED PROPERTY

Date last reviewed: 11 August 2024

Privacy Policy for Empty Property Services Ltd

Guardians

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 when you use our services or interact with our website.

2. Information We Collect

We collect your personal information from you through various channels:

2.1 Direct Interactions:

- When you fill out forms on our website
- During phone conversations, email exchanges, or other correspondence with our team

2.2 Automated Technologies: As you navigate our website, we may automatically collect technical data about your equipment, browsing actions, and patterns

2.3 Trusted Third Parties: We may receive personal data about you from various third parties, including:

- Background check providers when you first register as a guardian
- Payment processing companies that handle your monthly license fee payments
- Property owners or their representatives
- Public databases or publicly available sources



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We only collect information that is necessary for providing our services and ensuring the safety and security of the properties we manage. We are committed to using your data responsibly and in accordance with applicable data protection laws.

3. How We Use Your Information

We need to collect your information in order to be able to fulfil our obligations to you under the licence agreement that will be in place between us. We use your information for the following purposes:

- To provide and manage our guardian services
- To communicate with you about properties and our services
- To register you as a guardian, including background checks with trusted third parties
- To process deposit and licence fee payments
- To comply with legal and contractual obligations. For example, we may be required to collect and process your information under the terms of the contracts we have with the owner of the property you will occupy as a guardian.
- Marketing communications (with your consent)

4. 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:

4.1 Performance of a Contract. We process much of your personal data because it is necessary for the performance of our license agreement with you or to take steps at your request before entering into this contract. This includes:

- Processing your guardian application
- Allocating you to a property
- Managing your agreement
- Collecting license fee payments
- Communicating essential information about your property or agreement

4.2 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 reside in the UK
- Conducting necessary background checks



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- Maintaining records for tax purposes
- Responding to requests from law enforcement or regulatory bodies

4.3 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.

4.4 Your Consent: For certain types of data processing, particularly related to direct marketing, we may ask for your consent. This includes:

- Sending you promotional emails about new properties or services
- Using your testimonials or photos for marketing purposes
- Sharing your contact details with selected third-party partners

When we rely on consent, you have the right to withdraw this consent at any time. We will always make it clear when we're relying on consent and provide easy ways for you to withdraw it.

4.5 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
- 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.



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5. 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.
 - carry out essential maintenance works at our properties – for example, central heating and boiler repairs, locksmith services and plumbing services.
 - We use a third party payment collection provider, and you will provide your own information directly to the provider, and any information you provide to them is also subject to the terms of their privacy policies.
- Property owners. We may be required provide limited information about you to the property owner or its agents (such as surveyors or estate agents) of the property you are occupying as a guardian, including your name or telephone number (for example, to aid with access requirements)
- 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 guardians: Duration of the license agreement plus a reasonable period for example, for potential follow-up questions about the condition of the property from the property owner).
- Prospective guardians: A reasonable period to allow for potential re-engagement.
- Marketing communications: Until you opt-out



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7. Your Rights

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

Which lawful basis we rely on may affect your data protection rights which are in brief set out below. You can find out more about your data protection rights and the exemptions which may apply on the ICO’s website:

- **Your right of access** - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for. You can read more about this right [here](#).
- **Your right to rectification** - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete. You can read more about this right [here](#).
- **Your right to erasure** - You have the right to ask us to delete your personal information. You can read more about this right [here](#).
- **Your right to restriction of processing** - You have the right to ask us to limit how we can use your personal information. You can read more about this right [here](#).
- **Your right to object to processing** - You have the right to object to the processing of your personal data. You can read more about this right [here](#).
- **Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you. You can read more about this right [here](#).
- **Your right to withdraw consent** – When we use consent as our lawful basis you have the right to withdraw your consent at any time. You can read more about this right [here](#).

If you make a request, we must respond to you without undue delay and in any event within one month.

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



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- 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.

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>