

PRIVACY POLICY

This Policy sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it. By using our service and completing any forms you agree to your data being used for the purposes specified below.

For the purpose of The General Data Protection Regulation (GDPR) 25/05/18 TCH Prop Limited (TCH Properties) will be what is termed the “Data Controller” for the data supplied by private landlords and what is termed the “Data Processor” of the personal data provided by the councils using the services of TCH Properties. Our company no. 10303613 and our registered address is Francis House, 2 Park Road, London, EN5 5RD.

What Information We May Collect From You & Why

As a business we collect, use, store and transfer different types of personal data depending on who you are.

If you are letting a property through TCH Properties or renting a property from TCH Properties we collect and use your personal data in order for us to provide you with our services. We may receive your data from a third party when that third party is seeking to find temporary accommodation for you and prior to you occupying a property of which TCH Properties are the tenant. We may also receive personal data from third party organisations in order that we may enter into a licence agreement with that third party for occupation of a property. The personal data we collect and use may include the following:-

- Identity data (name, marital status, title, date of birth, a forwarding address in order to obtain payment of any outstanding utility bills, gender plus the ages and gender of any children you may have).
- Contact Data (billing address, email address and telephone numbers).
- Financial Data (bank account and payment details)
- Transaction Data (details about payments to and from you and other services you have purchased through us)
- Property data (address and ownership of properties you as a landlord are seeking to let or are letting to TCH Properties)

It is necessary for us to collect and use the above personal data in order to understand the housing needs of occupiers and potential occupiers. It is also necessary to enable TCH Properties to be able to enter into a Tenancy Agreement with Landlords and to provide our services to the organisations seeking to enter into a Licence Agreement with us and to carry out our duties under those Agreements. For example, to enable us to carry out any necessary maintenance works on the property we may need to provide the occupiers contact information to those instructed to carry out the maintenance works.

IP addresses

We may collect information about your computer, including where available your IP address, operating system and browser type, for system administration and to report aggregate information to our advertisers. This is statistical data about our users’ browsing actions and patterns.

It is important that the personal data we hold about you is accurate and current. Please keep us informed if your personal data changes during your relationship with us. You can ask us to rectify or update your personal information at any time by email to sp@tchprop.co.uk or by writing to the Data Protection Officer, TCH Prop Limited.

Where we store your personal data

The data we process or control is stored on the cloud using Microsoft Sharepoint. For more information about how Sharepoint processes data please see the link below:

<https://privacy.microsoft.com/en-gb/privacystatement>

In addition, we hold hard copy documents containing the above data (in the main this is the Tenancy Agreements with Landlords) in locked filing cabinets in a locked office.

We use GoDaddy.com as a hosting service.

<https://uk.godaddy.com/agreements/ShowDoc.aspx?pageid=privacy>

How long we keep your data

Occupiers – TCH Properties retains the aforementioned personal data for the duration of the occupancy and this information is not passed on to any third parties other than those engaged in maintenance of the property or IT or book keeping to enable us to run our business.

The personal data is retained for six years after the period of occupation ends after which time all names, email addresses and telephone numbers are deleted but the move in/out dates for each property are retained in order to analyse statistical data for the management of TCH Properties or where a forwarding address is required.

Landlords – We retain any personal data for the duration of the tenancy and for six years after the end of the tenancy agreement for provision in the event of any claims after which time property addresses and tenancy start and end dates are retained in order to analyse statistical data for the management of TCH Properties.

Licencees/third parties – We retain any personal for data for the duration of the occupancy and for six years after the end of the occupancy in the event of any claims.

This policy has been approved & authorised by:

Name: Simon Philipp
Position: Director
Date: 23rd September 2020
Signature: 