

Privacy Notice – Sleaford Moor Enterprise Park Agency Services

Our Commitment to Your Privacy

As part of our commitment to protecting your information, we have updated our Privacy Notice to explain how we collect, store and handle your personal data.

We have always been careful to protect your information, but this is part of our ongoing commitment to be transparent about how we use your information and keep it safe. This will also give you more clarity over how your information is being managed through our partner Banks Long & Co.

Through our revised privacy notice, we have addressed the new standards introduced by the European data protection law, known as the General Data Protection Regulation (GDPR) and the Data Protection Act 2018.

Who we are

North Kesteven District Council is registered with the Information Commissioner's Office (ICO) as a 'data controller' under Z5680267. In addition, Banks Long & Co is also registered with the ICO as a 'data controller' under Z3216728.

What information is collected

Banks Long & Co will collect and process the following information: name, contact details, financial and pay details, identity documents, previous address information, current and previous landlord information, character and work references, employment information/history and criminal convictions. They may also obtain information about you from third parties, such as service providers and agents and credit reference agencies.

Information they process may also include information about third parties, such as your spouse or children or employees or directors or landlords and other officers whose details you supply to them. Where you supply them with third party information, you confirm that you have consent to do this from them and that they have seen and agreed to the relevant notice.

Why your data is collected

Banks Long & Co collect your personal data for the following reasons:

- Compliance with legal, regulatory and corporate governance obligations and good practice
- Gathering information as part of investigations by regulatory bodies or in connection with legal proceedings or requests
- Ensuring business policies are adhered to (such as policies covering security and Internet use)

- Operational reasons, such as recording transactions, training and quality control
- Ensuring the confidentiality of commercially sensitive information
- Security vetting, credit scoring and checking, investigating complaints and allegations of criminal offences
- Marketing their business.

How they collect your data

Banks Long & Co collect your data directly from you and also via our websites and other technical systems. These may include, for example, their:

- Computer networks and connections
- Communications systems
- Email and instant messaging systems
- Intranet and Internet facilities
- Telephones, voicemail, mobile phone records

Some limited personal data may be collected from monitoring devices and systems such as closed-circuit TV and door entry systems.

When they will share your data

Banks Long & Co may disclose and exchange information with credit reference agencies, service providers, representatives, landlords/property owners and agents, as well as with law enforcement agencies and regulatory bodies.

Information may be held at their offices and third party credit reference agencies, service providers, representatives' landlords/property owners and agents.

Children

Banks Long & Co do not knowingly collect personal data relating to children under the age of 16, but may do so where they are processing an application for tenancy and a household includes children under the age of 16. By signing the relevant form you confirm that either you are duly authorised by any child aged 13 or over to provide their information, or, if they are under the age of 13, you have parental responsibility for them and consent to Banks Long & Co processing their information in accordance with their Privacy Notice.

Know your rights

You have many rights regarding your personal data, which include seeing what personal information Banks Long & Co hold about you.

Please contact Banks Long & Co via enquiries@bankslong.com if you would like to correct or request (in accordance with applicable law) information that they hold relating to you or if you have any questions in relation to the above.

How do they protect your information

Banks Long & Co have security measures in place to seek to ensure that there is appropriate security for information they hold.

How long do they keep your information

Banks Long & Co will keep your information for five years.

Direct marketing

Information relating to you will be used to notify you by post, email or other electronic means of Banks Long & Co's goods and services. They won't contact you very often and you can withdraw your consent to use of personal data for marketing at any time by contacting them at enquiries@bankslong.com

Where can I get advice and/or make a complaint

If you have any concerns or questions, or would like to make a complaint, regarding data protection matters, please contact enquiries@bankslong.com

For independent advice and/or to make a complaint about data protection, privacy and data sharing issues, you can contact the Information Commissioner's Office (ICO) at:

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

Tel: 0303 123 1113 (local rate) or 01625 545 745 if you prefer to use a national rate number.

Alternatively, visit ico.org.uk or email icocasework@ico.org.uk