



Privacy Notice

t: 01942 244222
e: ask@alg.co.uk
www.alg.co.uk

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.

Who are we?

I am **Timothy Smith**, Managing Director of **ALG Investments (Wigan) Ltd** and **ALG Homes Ltd**, I take the issue of security and data protection very seriously and strictly adhere to guidelines published in the General Data Protection Regulation (EU) 2016/679 which is applicable from the 25th May 2018, together with any domestic laws subsequently enacted.

I am notified as a Data Controller with the Office of the Information Commissioner under registration number Z1903258 and I am the data controller of any personal data that you provide to us.

Our Data Protection Officer is **Alison Smith**.

Any questions relating to this notice and our privacy practices should be sent to Alison Smith at

ALG Investments (Wigan) Ltd, Hillside, Thornhill, Standish, Wigan WN1 2RZ

e: accounts@alg.co.uk

t: 01942 244222

How we collect information from you and what information we collect

We collect information about you from:

- Your application for a tenancy lease or job or contract
- Your use of any forms downloaded and completed from the ALG website (*including but not limited to creating tenancy agreements, guarantor agreements, or notice*).
- Any other correspondence e.g. by Email, text letter

We collect the following information about you:

- name, e-mail address, telephone number, Date of Birth, address (including any previous addresses), marital status, National Insurance number, nationality, next of kin, place of study (if applicable)
- Guarantor name, e-mail address, telephone number, Date of Birth, address (including any previous addresses), marital status, National Insurance number, nationality.
- Property address; term, rent, deposit, utility and service responsibilities;

- The employment status of tenants and/or guarantors, address, contact details (including email, phone and fax numbers) of the employer/accountant, payroll numbers, length of employment, salary information (including any regular overtime or commission), and any other income received;
- Bank account details of the tenant, including account number and sort code, and any hire purchase/loan agreements/credit cards or store cards that you have; and
- Any welfare benefits that you may be eligible for, or are currently on.
- For employees we also collect: details of your qualifications and experience, your P45 and information from previous employers information sent to us by HMRC or other organisations;

Why we need this information about you and how it will be used

We need your information and will use your information:

- to undertake and perform our obligations and duties to you in accordance with the terms of our contract with you;
- to enable us to supply you with the services and information which you have requested or your employment with us;
- to help you to manage your tenancy;
- to carry out due diligence on any prospective tenant, including whether there is any money judgements against them, or any history of bankruptcy or insolvency;
- to ensure employees health and safety whilst at work
- to pay employees wages and ensure PAYE and NI and pension contributions are made correctly.
- to analyse the information we collect so that we can administer, support and improve and develop our business and the services we offer;
- to contact you in order to send you details of any changes to our services which may affect you; and
- for all other purposes consistent with the proper performance of our operations and business.

Sharing of Your Information

The information you provide to us will be treated by us as confidential and will be processed only by any third party, acting on our behalf, within the UK/EEA. We may disclose your information to other third parties who act for us for the purposes set out in this notice or for purposes approved by you, including the following:

- If we enter into a joint venture with or merged with a business entity, your information may be disclosed to our new business partners or owners;
- To carry out due diligence on you as a prospective tenant/ guarantor, including but not limited to the carrying out of affordability checks, due diligence checks and the obtaining of references from relevant parties, whose data you have provided.
- To carry out due diligence on you as a prospective employee, including but not limited to the carrying out of necessary suitability checks e.g. DBS checks. Due diligence checks and the obtaining of references from relevant parties, whose data you have provided;

- If you request so, your information shall be disclosed in order to determine if there are any money judgements against you, as the prospective tenant/guarantor, or to determine if they have a history of bankruptcy or insolvency;
- If you are unable to make payments under your tenancy, your information may be disclosed to any relevant party assisting in the recovery of this debt or the tracing of you as a tenant; and
- In the creation, renewal or termination of the tenancy, your information will be disclosed to the relevant local authority, tenancy deposit scheme administrator, service/utility provider, freeholder, factor, facilities manager or any other relevant person or organisation in connection with this.
- In the creation, renewal or termination of the contract of employment your information will be disclosed to any relevant new employer.

Unless required to do so by law, we will not otherwise share, sell or distribute any of the information you provide to us without your consent.

Transfers outside the UK and Europe

Your information will only be stored within the UK and EEA

Security

When you give us information we take steps to make sure that your personal information is kept secure and safe.

- Paper files are kept in a filing cabinet in locked, alarmed offices
- Electronic files are kept on password protected computers and on an external hard drive linked to local password protected secure network with firewall.
- Limited data only- Name/phone/email – is kept on password protected mobile phones

How long we will keep your information

We review our data retention periods regularly and will only hold your personal data for as long as is necessary for the relevant activity, or as required by law (We may be legally required to hold some types of information), or as set out in any relevant contract we have with you.

Our full retention schedule is:

- for up to one year after a failed tenancy or job application
- for up to 7 years after the expiry of the tenancy agreement or employment if accepted.

After this period paper files will be destroyed by shredding or disposed of as confidential waste. Electronic files will be permanently deleted.

Your Rights

You have the right at any time to:

- ask for a copy of the information about you held by us in our records;
- require us to correct any inaccuracies in your information;
- make a request to us to delete what personal data of yours we hold; and
- object to receiving any marketing communications from us.

If you would like to exercise any of your rights above please contact us at **accounts@alg.co.uk**

The accuracy of your information is important to us - please help us keep our records updated by informing us of any changes to your email address and other contact details.

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:

England:

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

Wales:

Information Commissioner's Office
2nd floor, Churchill House
Churchill way, Cardiff, CF10 2HH
Telephone: 029 2067 8400
Email: wales@ico.org.uk

Scotland:

The Information Commissioner's Office
– Scotland
45 Melville Street, Edinburgh, EH3 7HL
Telephone: 0131 244 9001
Email: Scotland@ico.org.uk

Northern Ireland:

Information Commissioner's Office
3rd Floor, 14 Cromac Place
Belfast, BT7 2JB
Telephone: 028 9027 8757
Email: ni@ico.org.uk