

Nature of work - Property Management Support Services

Description of processing

The following is a broad description of the way Ittria processes personal information. To understand how your own personal information is processed you may need to refer to any personal communications you have received, check any privacy notices provided or contact Ittria to ask about your personal circumstances.

Reasons/purposes for processing information

We process personal information to enable us as to carry out property management services; promote and advertise our services, to generate leads from our customers; to advertise and promote the services and products of other businesses; to maintain our own accounts and records; and support and manage our employees. We also process personal information in the course of selling, disseminating, licencing or exchanging it.

Type/classes of information processed

We process information relevant to the above reasons/purposes. This may include:

- personal details
- family details
- lifestyle and social circumstances
- employment and educations details
- goods and services
- financial details
- all information contained in references

We also process sensitive classes of information that may include:

- racial or ethnic origin
- religious or other beliefs
- trade union membership
- physical or mental health details

Who the information is processed about

We process personal information about:

- customers
- tenants
- professional advisers and consultants
- complainants, enquirers
- suppliers
- service providers

- landlords
- employees

Who the information may be shared with

We sometimes need to share the personal information we process with the individual themselves and also with other organisations. Where this is necessary, we are required to comply with all aspects of the Data Protection Act (DPA). What follows is a description of the types of organisations we may need to share some of the personal information we process with for one or more reasons.

Where necessary or required we share information with:

- business associates
- suppliers of goods or services
- financial organisations
- credit reference agencies
- debt collection and tracing agencies
- local and central government
- police forces
- security organisations
- current, past and prospective employers
- employment and recruitment agencies
- educators and examining bodies
- other companies in the same group

Transfers

It may sometimes be necessary to transfer personal information overseas. When this is needed information is only shared within the European Economic Area (EEA). Any transfers made will be in full compliance with all aspects of the data protection act