

# GDPR Fair Processing Notice

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This notice explains what Information We collect, when We collect it and how We use it. 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?**

New Again Limited of Company Number 07957611 registered in England & Wales, (“We” or “us”) takes the issue of security and data protection seriously and adhere to the General Data Protection Regulation (EU) 2016/679 (“GDPR”) which is applicable in England beginning on 25th May 2018..

We are registered as a Data Controller with the Office of the Information Commissioner and We are the data controller of any personal data that you provide to us.

Our Data Protection Officer is Gary Wray whose business address is New Again Limited, New Street, Chelmsford, Essex. CM1 1GJ.

Any questions relating to this notice and our privacy practices should be sent to us.

## **How We collect Information from you and what Information We collect**

We collect Information about you and your representatives and agents (if any):

- From your web-based applications, emails, texts, telephone calls and written correspondence
- From your use of our websites, agents, referrers and representatives and agents.

We may collect the following information (“Information”) about you and your representatives and agents (if any):

- Names, e-mail address, telephone numbers, date of birth, address (including any previous addresses), marital status, National Insurance Number, nationality, next of kin, name of university or college where you are studying (if applicable), the names of friends that you are staying with (if applicable);
- Property address; term, rent, deposit, utility and service responsibilities;
- Employment status,
- 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, financial status, credit and reference reports;
- Bank account details, including account number and sort code, and any loans, hire purchase/loan agreements/credit cards or store cards that you have; and
- Any welfare benefits that you may be eligible or applying for, or are currently receiving.

## **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 and/or our obligations to insurers, lenders and persons with a legitimate interest in the relationship between us or in relation to the vehicle which you are asking us to work on
- to enable us to supply you with the services and any information which you have requested;
- to help you and us to manage your vehicle;
- to carry out general and financial due diligence on any prospective or existing customer, including whether there are any money judgements against him/her/them, or any history or likelihood of bankruptcy or insolvency;
- 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 supplies or suppliers or agents or service providers 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 but may be processed by us or by any third party, acting on our behalf, within the UK or outside the UK.

We may disclose Information to third parties who act for us for the purposes set out in this notice or for purposes expressly or impliedly approved by you or generally in the contemplation of a reasonable customer or business, including (without limitation) the following:

- If We enter or plan to enter into a joint venture with or merge with or plan to merge with or are employed by or plan to be employed by or engaged by or plan to be engaged by or are acquired by or plan to be acquired by a third party, Information may be disclosed to such joint venturers, employers, engagers or third parties;
- To carry out general and financial due diligence on prospective tenants and/or guarantors, including but not limited to the carrying out of financial and affordability checks, due diligence checks and the obtaining of references from relevant parties, whose data and contact details you have provided;
- 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 he/she/they have a history of bankruptcy or insolvency or any such pending;
- If you are unable to make payments under your tenancy, Information may be disclosed to any relevant party assisting in the recovery of such debt or the tracing of you as a tenant, debtor or any guarantor ; and
- In the creation, management, 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, agent, solicitor, barrister, surveyor, accountant, surveyor, bailiff or any other relevant person or organisation in connection with or arising out of the same
- If correspondence, products or services may or are to be delivered to the premises of your tenancy ("Premises") or carried out thereat and/or if works are to be undertaken or planned to be undertaken to the Premises or if the Premises is advertised for letting to or by third parties, or if our computer or record systems are being worked on by others your contact Information may be disclosed to product or service

suppliers, couriers, agents, past or prospective tenants and/or any person reasonably relevant in the circumstances

Unless required to do so by law or as provided herein or contemplated hereby, We will not otherwise knowingly share, sell or distribute any of the Information you provide to us without your express or implied consent.

### **Transfers outside the UK and Europe**

Your Information will be stored within the UK and EEA, however computer software and webservice providers may locate their servers, routers, switches and transmitters which may contain or transmit your Information outside the UK and EEA but it will not be reasonably practicable to monitor this and consequently We and you will have to trust that the webservice providers have put in place adequate safeguards in place to protect your Information in accordance with this notice, but We shall not be liable whatsoever if they fail to do so

### **Security**

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

### **How long We will keep your Information**

We review our data retention periods and data 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 for some considerable time), or as set out in any relevant agreement. We have with you.

### **Your Rights**

You have the right at any time but upon reasonable notice 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. Should you wish to complain about the use of your Information, please contact us in order 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](mailto:casework@ico.org.uk)

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