

Data Information Notice for Landlords

We are a letting agent and this notice is provided to you regarding the data we hold (as a 'data controller') about you as our customer and in connection with the rented property/properties which we manage on your behalf and also about the data we hold about your tenants and other occupiers of the properties we manage for you (the occupiers).

Note that under section 1 of the Landlord & Tenant Act 1985 we are legally obliged to provide a written statement giving your name and address to any tenants who may make a written request for this information, within 21 days of their request. There may also be other circumstances where we will be obliged by law to disclose your details to the occupiers.

1 How we obtained your data

This has been provided by you when you signed up for our service or entered data on our forms here.

We may also hold additional information which has been provided by you or by third parties to us at a later stage in connection with our work for you.

2 The data we hold

The information we hold about you may include (but will not be limited to) all or part of the following:

- Your name, e-mail address, telephone number, Date of Birth, address (including any previous addresses), marital status, National Insurance Number, nationality;
- Details of the properties we will be managing on your behalf;
- Your employment status and the address, contact details (including email, phone and fax numbers) of your employer, any services used by you such as your accountant and solicitor;
- Your bank account details, including the account number and sort code, any bank statements you have provided to us.

3 Why we need to hold your data

We need to hold your data for the following purposes:

- To allow us to carry out due diligence when deciding whether to act or continue acting for you as your agent
- To allow us to contact you and perform our duties to you under the terms of our contract with you
- To enable us to provide you with any services and information which you have requested

- To analyse so we can administer and improve the service that we provide and develop our business, and
- For all other purposes which are consistent with the proper performance of our business and service to you.

4 Sharing your data with others

Your information may be shared in the following circumstances

- To allow us to carry out checks, and obtain reports and references in connection with carrying out due diligence
- To provide such information as is necessary to any contractors who may be employed by us on your behalf to carry out work or inspections at the Property.
- To provide details to any utility or similar company in respect of the property/ies we manage for you.
- To provide details to any tracing agents or legal firms we may employ if you fail to pay our commission or any other money due to us
- To provide to the Home Office if we are required to do so under the Right to Rent regulations
- To any official bodies or other relevant person in connection with the management of your property/ies
- To HM Revenue and Customs or other government department under any legal duty we may owe to them.
- To any other letting agency you have employed in the past or may employ in the future should this be necessary for the proper performance of our contract with you
- We may also need to share information with solicitors, agents, mortgage brokers, financial advisors, court agents, surveyors, valuers and/or new owners should you decide to sell the property or should you or we enter into a joint venture or merge with another business.

5 Where your data is held:

Your data is held at the following secure locations: in locked filing cabinets in a locked office and in our password-protected computer system at our offices in Willow Walk, on Dropbox, on Google Drive, the Landlord Law website.

Your data will be mainly held within the UK. If we use a cloud storage service or if one of the services or third party contractors used by us stores data in a cloud server, outside of the UK, this will only be in circumstances where safeguards have been put in place for its protection, in compliance with the Data Protection legislation in the UK.

6 How long we will hold your data

We are entitled to retain your data for up to seven years (or any other limitation period which may apply) after the termination of our agency agreement with you. This is in case of legal issues arising or in case we are required to provide information to HMRC or for some other official reason.

After this period of time has ended you will be entitled to ask us to delete your data from our systems and from any data processors we have used to store your data.

7 Your Rights

These include:

- The right to ask for a copy of the information we hold about you in our records
- The right to ask us to correct any inaccuracies in the information we hold
- The right to ask us to stop sending you any marketing information, and
- (Subject to our right to retain information under contract or where we have a legitimate interest in retaining it or as required under law) the right to delete your personal data from our systems.

Further, if after first making a complaint to us, you consider that we have not dealt with your data correctly, note that you have the right to complain to the Information Commissioner's Office at www.ico.org.

8 Updating this Information Notice

This information notice was issued on 04/06/2019. It may be updated from time to time to reflect any changes we may make in how we use your data or any changes in Data Protection law or practice. We will endeavour to let you have any updated versions as soon as reasonably practicable.