

Data Information Notice for Tenants and Applicants

We are a letting agent and this notice is provided to you regarding the data we hold (as a 'data controller') about you as a tenant or alternatively as an occupier of rented property which we manage on behalf of your landlord.

The property concerned is wherever you apply for and your landlord is - your landlord.

Note that as your landlord is our client and we are managing the property on their behalf as their agent, we are unable to withhold from them any data we may hold about you in connection with your occupation of the property.

1 How we obtained your data

This has been provided by you when completing our application forms as part of the tenancy application process or by entering data on our web site. 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 your tenancy or occupation of the property.

2 The data we hold

The information we hold about you, whether you be a tenant, or household member, 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, next of kin, name of university or college where you are studying (if applicable), the name of friends that you are staying with (if applicable);
- The property you are (or will be) renting from us (or are occupying); along with the term, rent, deposit, utility and service responsibilities;
- Your employment status and the address, contact details (including email, phone and fax numbers) of your employer/accountant, payroll numbers, length of employment, salary information (including any regular overtime or commission), and any other income received;
- Your bank account details, including the account number and sort code, any bank statements you have provided to us, 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 in receipt of.

3 Children's Information

We will not normally hold information about children living at the property other than their name and date of birth. We require this information so we can show it to the Home Office if required under the Right to Rent regulations in order to prove to them that it was not necessary to carry out a Right to Rent check on the child, and also to show to the Local or any other Authority if we are required to provide them with information about the occupiers of the property.

4 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 on prospective tenants and occupiers of property/ies managed by us including checking whether there are any money judgments or history of bankruptcy or insolvency

- To allow us to contact you and perform our duties as managing agent for the landlord under the terms of your contract with the landlord
- To help us manage your tenancy and occupation of the property
- To enable us to provide you (so far as we are able and subject to the landlord's consent) 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.

5 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 on you as a prospective tenant or occupier,
- To provide such information as is necessary to any contractors who may be employed by us to carry out work or inspections at the Property. Including (but not limited to) gas safety inspections, electrical safety inspections, contractors carrying out repair work needed at the property and inventory clerks.
- To provide details to any utility or similar company in respect of invoices which relate to your use and occupation of the Property for the period of the tenancy (including any new services which may be developed or provided after this notice is given to you).
- To provide details to any tracing agents or legal firms we may employ if you vacate the property owing money to us and/or the landlord
- To provide to the Home Office if we are required to do so under the Right to Rent regulations
- To any official bodies such as Local Authorities, tenancy deposit scheme administrators, service or utility provider, freeholder or other relevant person in connection with the creation or termination of your tenancy or occupation of the property where you are not a tenant
- To HM Revenue and Customs or other government department under any legal duty we may owe to them.
- To any letting agency the landlord may subsequently employ to manage the property
- We may also need to share information (where appropriate) with solicitors, agents, mortgage brokers, financial advisors, court agents, surveyors, valuers and/or new owners should the landlord decide to sell the property or should we enter into a joint venture or merge with another business.

6 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.

7 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.

8 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.

9 Updating this Information Notice

This information notice was issued on 04/06/19. 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.