

PRIVACY NOTICE TO CO

SIDENT, OR GUARANTOR

Data controller: <<Insert name a

landlord/Lettings Agent>>.

1. Introduction

<<Insert Landlord/Lettings
are responsible for decidin

a controller". This means that I/we
information is held and used.

<<Insert Landlord/Lettings
known as "The Agent".

purposes of this Privacy Notice is

The Agent collects, stores
residents and guarantors,
accommodation. This priv
personal data about you be

data relating to contract-holders,
-holders in order to provide rental
how the Agent collects and uses
occupation contract.

This privacy notice sets
collected, how it is held an
shared.

data is to be collected, why it is
d by the Agent and with whom it is

The Agent is committed to
The Agent is committed to
that data and to meeting its

nd security of your personal data.
ent about how it collects and uses
ons.

2. Data protection principle

The Agent will comply with
held about you must be:

s means that the personal data

- used lawfully, fairly;
- collected only for va
not used in any way
- relevant to the purp
only;
- accurate and kept u
- kept only for such ti
about; and
- kept securely.

y;
een explained to you clearly and
n these purposes;
ut and limited to those purposes

he purposes you have been told

3. What information is to be

ed?

The Agent collects and pro
means any information abo
you are already a contrac
may not be relevant to yo
whether you are a contra
delete the appropriate poin

nal data about you. Personal data
ich the person can be identified. If
arantor, some of the points below
may be collected, depending on
uarantor. This includes <<list or
as necessary>>:

- Identity and person
address, telephone
registration;

as your name, title, address, email
national insurance number, car

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- Background information, accountant details,
- Bank account details
- Occupation contracts, tenancy agreements, sub-leases, joint contract-holders, other residents, and guarantors;
- Deposit information and on termination;
- Rent and utilities paid;
- Recovery of arrears and proceedings;
- Repair and health and safety matters;
- Breach of occupation contracts;
- Council Tax and utility bills;
- Universal credit/housing benefit;
- Notices and correspondence;
- CCTV and audio recordings;
- General correspondence (letters, emails, text messages etc);
- and
- Data sent from web browsers to our server (including pages visited and time and date and IP address).

landlord details, employer details, and emergency contacts; credit check results; sub-leases, joint contract-holders, other residents, and guarantors; on termination; proceedings; matters; bills; ination; letters, emails, text messages etc); server (including pages visited and time and date and IP address).

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I/we may also collect, store and process sensitive personal data (known as "special categories of personal data"):

- Information about race or ethnicity;
- Information about religion or belief;
- Information about sex life or sexual orientation;
- Information about a disability or physical or mental health condition, including whether or not you have a disability for the purposes of the Equality Act 2010, to make adaptations; and
- Information about your political opinions, including information about your religion or belief.

including special categories of more sensitive personal data ("special categories of personal data"):

Information about race or ethnicity; Information about religion or belief; Information about sex life or sexual orientation; Information about a disability or physical or mental health condition, including whether or not you have a disability for the purposes of the Equality Act 2010, to make adaptations; and Information about your political opinions, including information about your religion or belief.

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This information is collected through the application of the Agent's occupation contract. The Agent also maintains records of your own records such as rent payment records.

For example, personal data is collected through correspondence during the application of the Agent's occupation contract. The Agent also maintains records of your own records such as rent payment records.

In some cases, the Agent may collect information about you from third parties, such as:

- references supplied by previous employers, and personal referees;
- information from credit reference agencies;
- other contract-holders, tenants, and guarantors;
- local authorities;
- the police or other law enforcement agencies;
- Department for Work and Pensions;
- utility companies or energy providers;
- letting/managing agencies;
- websites or online services.

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Personal data is stored in the Agent's IT systems (including paper files and on-line records).

es, including in paper files and on-line records).

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4. Why does the Agent process your personal data?

The Agent needs to process your personal data to apply for and manage occupation contracts.

lications for occupation contracts

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In addition, obligations, regulations deposit is pr

In other ca before, durin

5. Situations

Your perso expanding a

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cess data to ensure that compliance with legal ocation verification for anti-money laundering ormation with a deposit scheme by which any

egitimate interest in processing personal data e landlord/contract-holder relationship.

information will be processed

processed in the situations below <<list below,

- proposed contract-holder/resident;
- a proposed contract-holder/resident;
- ing/suitability of a proposed contract-
- ders and residents who are linked to the
- contract;
- d performance of contract-holder obligations;
- ements;
- contract and the property;
- nance certificate;
- nk or report on the condition of the property;
- ating to the Agent's rental business;
- enance of the property;
- rformance of contract-holder's obligations;
- n possession of a property;
- ilities charges are billed and paid appropriately;
- ts (such as Universal Credit and housing benefit)
- ntract-holder where appropriate;
- e return of any deposit;
- ity issues relating to contract-holders/residents;
- d CCTV recordings;
- lic or local authorities who are legally entitled to
- e relatives in case of emergency;
- alls, and other communications;
- ulatory requirements;
- ms;
- gigate crime and anti-social behaviour;
- ct to deal with joint contract-holders and residents
- ion contract;
- ces provided by the Agent; and
- pdates in relation to the property market and
- ent's services in accordance with your express

6. If you fail to

Information

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If you do not consent to this, you will not be able to proceed with your occupation contract.

When requested, the Agent may not be able to proceed with your occupation contract.

7. **Change of purpose**

Your personal data will only be used for the purposes for which it was collected unless it is needed for an additional reason and that reason is connected to the original purpose(s). If your personal data is needed for an unrelated purpose, you will be notified and an explanation of the legal basis which allows this to be done will be provided.

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You should be notified before your personal data may be processed without your consent, unless the law requires otherwise.

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8. **Use of sensitive personal data**

Some special categories of personal data, such as information about health or medical conditions, are more sensitive. We may process this type of data in relation to tenants with disabilities and for health and safety purposes).

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9. **How long is your data held for?**

Your personal data will be retained for as long as is necessary to fulfil the purposes for which it was collected, including any legal, accounting or reporting requirements. Your data is held after the end of a occupation contract is for a period for which your data is held following an unsuccessful application is <<one year>> (for a contract-holder).

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10. **Who is your data shared with?**

[Your information may be shared internally, including with <<state e.g. other staff members>>]

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The Agent also shares your data with third parties where required by law, where it is necessary in connection with the relationship with you or where there is another legitimate interest. Information can be shared with:

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- Professional advisers including solicitors and accountants;
- Freeholder or managing agent (for property in block of flats);
- Existing and potential tenants;
- Existing and potential landlords;
- Credit reference agencies;
- Debt recovery services;
- Local authorities and government/public bodies;
- Ombudsmen;
- Professional associations;
- Courts and tribunals;
- Police and other law enforcement agencies;
- Intermediaries;
- Banks and building societies;
- Contractors and emergency services.

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 - Professional associations;
 - Courts and tribunals;
 - Police and other law enforcement agencies;
 - Intermediaries;
 - Banks and building societies;
 - Contractors and emergency services.
- next of kin or close relatives in case of

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- Joint tenants;
- Guarantors;
- Joint landlords;
- Dependent children;
- Universities, colleges, local authority housing benefit/other benefit administrator;
- H.M. Prisons;
- Courts;
- Utility companies;
- Future landlords;
- Contractors providing services at the property;
- Prospective tenants of the property;
- Other persons to whom you apply to another landlord for an assured shorthold tenancy in England); and
- [Other persons]

[For contracts entered into with joint tenants and guarantors, the Agent will share any personal data with the other joint tenants and guarantors.]

[The Agent may transfer your personal data to other countries outside the UK.] **OR** [store and/or transfer your personal data within the UK.]

OR

[The Agent may transfer your personal data to other countries outside the UK.] **OR** [store and/or transfer your personal data within the European Economic Area (the "EEA"). Transfers of your personal data from the UK to the EEA are permitted without additional safeguards.]

OR

[The Agent may transfer your personal data to other countries outside of the UK, which are not part of the EEA, known as "third countries". Additional steps will be taken to ensure your personal data is protected.]

in order to ensure your personal data is treated as safely and securely as it would be within the UK. This includes the implementation of <<state relevant safeguards e.g. declaration of adequacy or other safeguards>>. If you require further information, please contact us.

11. How is data protected?

The Agent takes your personal data seriously. Internal policies and controls have been put in place to prevent your personal data being lost, accidentally destroyed, misused or accessed by unauthorised persons. Details of these measures are available on request.

When the Agent engages third parties to process personal data on its behalf, they do so on the basis of a contract. These third parties, are under a duty of confidentiality and obliged to implement technical and organisational measures to ensure the security of data.

12. Your duty to provide information

