

Data controller: <<Insert name and address of landlord>>

1. Introduction

<<Insert Landlord Name>> for deciding how we hold a

This means that we are responsible for the protection of your information about you.

<<Insert Landlord Name>> data relating to tenants and property. This privacy notice provides information about you before

, stores and processes personal data relating to tenants who enter into lettings of commercial property. The Landlord collects and uses personal data for the following purposes.

The Landlord is committed to the protection and security of your personal information. The Landlord is transparent about how it collects and uses that data in accordance with its data protection obligations.

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2. Data Protection Principles

The Landlord will comply with the data protection principles in relation to the information we hold about you.

This means that the personal data we hold about you will:

- Used lawfully, fairly and in a transparent manner;
- Collected only for specified, explicit and legitimate purposes and not used in any way incompatible with those purposes;
- Relevant to the purposes for which they are collected and limited to those purposes only;
- Accurate and kept up to date;
- Kept only for such time as is necessary for the purposes for which they were collected; and
- Kept securely.

be processed lawfully, fairly and in a transparent manner in relation to you; we have explained to you clearly and in an easily accessible manner the purposes for which we collect and use your personal data; and the purposes are specified, explicit and limited to those purposes.

3. What information does the Landlord collect and use?

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The Landlord collects and uses personal information (personal data) about you. Personal data is information about an individual from which the individual can be identified. The Landlord will collect and use the appropriate points below

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- Identity and personal details such as your name, title, address, email address, telephone number, national insurance number, car registration;
- Background information including previous landlord details, employer details, accountant details;
- Bank account details;
- Lease details including lease terms, conditions, joint tenants, other occupiers and guarantors;
- Rent deposit information;
- Rent and utilities paid;
- Recovery of arrears;
- Repair and health and safety matters;
- Breach of lease terms.

your name, title, address, email address, telephone number, national insurance number, car registration; landlord details, employer details, accountant details; credit check results; joint tenants, other occupiers and guarantors; return on lease termination; and any other information necessary to obtain possession;

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- Business Rates and
- Notices and correspond
- CCTV and audio re
- General correspond

the termination;  
 (letters, emails, text messages etc).

We may also collect, store  
 personal information:

special categories of more sensitive

- Information about m
- have a disability for
- Equal opportunities
- ethnic origin, sexual

ns, including whether or not you  
 s to make adaptations; and  
 including information about your  
 religion or belief.

The Landlord collects this i  
 collected through the lease  
 the term of the lease. The  
 payment records.

ways. For example, data is  
 through correspondence during  
 its own records such as rent

In some cases, the Landlo  
 as:

about you from third parties, such

- References supplied
- Information from cre
- Other tenants, occu
- Guarantors;
- Local authorities;
- The police or other
- Department for Wo
- Utility companies or
- Letting/managing a
- Websites or online

employers and personal referees;

Data is stored in a range of  
 Landlord's IT systems (incl

ing in paper files and in the  
 mail system).

4. **Why does the Landlord p**

The Landlord needs to pro  
 the contractual relationship

lications for leases and manage

In addition, the Landlord ne  
 our legal obligations.

nsure that we are complying with

In other cases, the Landlor  
 before, during and after the

st in processing personal data  
 nt relationship.

5. **Situations in which we w**

**Information**

Situations in which we will  
 below, expanding as neces

formation are listed below<<list

- To verify the identit
- To decide on the su

ccupier;  
 nant/occupier;

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- To assess the financial strength of a proposed tenant/occupier;
- To deal with joint tenancies which are linked to the lease;
- To enter into a lease agreement;
- To secure payment of rent;
- To collect rent and charges;
- To manage the leasehold property;
- To keep accurate records of the landlord's rental business;
- To arrange repairs and maintenance of the property;
- To monitor and enforce the tenant's obligations;
- To recover debts arising from the use of a property;
- To ensure Council Tax and other bills are billed and paid appropriately;
- To ensure that welfare benefits (Universal Credit and housing benefit) are paid to the landlord appropriately;
- To handle lease termination and return of any rent deposit;
- To handle complaints and claims relating to tenants/occupiers;
- To address health and safety issues;
- To create and keep records of communications;
- To provide information to authorities who are legally entitled to request it;
- To contact next of kin in the event of an emergency;
- To store of emails, text messages and other communications;
- To comply with legal obligations and court orders;
- To bring and defend legal proceedings;
- To prevent, detect and deal with anti-social behaviour.

6. **If you fail to provide personal information**

If you do not provide certain information, the Landlord may not be able to proceed with the grant of a lease.

7. **Change of purpose**

The Landlord will only use your personal information for the purpose for which it was collected unless we reasonably believe that we need to use it for another reason and that reason is compatible with the original purpose. If we need to use your personal information for another purpose, we will advise you of this and explain the legal basis which allows us to do so.

You should be aware that we may use your personal information without your knowledge or consent where this is permitted by law.

8. **Use of sensitive personal information**

Some special categories of personal information about health or medical conditions, are processed in connection with legal obligations (for example, in relation to tenants/occupiers for health and safety purposes).

9. **For how long do you keep personal information**

The Landlord will only hold your personal information as long as is necessary to fulfil the purposes we collected it for, including any legal, accounting or reporting requirements. The period for which your personal information is held after the end of a lease is <<seven years>>. The period for which your personal information is held following an unsuccessful lease application is <<one year>>.

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

Your information will be shared with <<state e.g. members of the finance team>>.

The Landlord also shares your information where required by law, where it is necessary in order to address a legal obligation with you or where we have another legitimate interest and your information can be shared with:

- Professional advisers (including lawyers and accountants);
- Letting/managing agents;
- Freeholder and/or tenant (including leasehold properties);
- Existing or previous landlords;
- Existing or previous tenants;
- Credit referencing agencies;
- Debt collectors and recovery agencies;
- Local authorities and other public bodies;
- Ombudsman/redress schemes;
- Professional body/regulator;
- Courts/Tribunals;
- Police/enforcement agencies;
- Internet service providers;
- Banks/building societies;
- Tenant's/occupier's representatives in case of emergency;
- Joint tenants and other persons with an interest in the property;
- Guarantors;
- Third party holders of the property;
- H M Revenue and Customs;
- Business Rates authorities;
- Contractors and tradespeople;
- Prospective purchasers;
- Other landlords including those to whom we may assign the property to another landlord for a lease; and
- Other – *give details*

[The Landlord will not transfer your information outside the European Economic Area.]

**OR**

[Your data may be transferred outside the European Economic Area (EEA) in order to <<state purpose>> on the basis of <<state relevant statutory provisions, rules or other safeguards>> if you have requested it.]

11. **How does the Landlord protect your data?**

The Landlord takes the security of your information seriously. The Landlord has internal policies and controls in place to ensure your information is not being lost, accidentally destroyed, misused or disclosed. Details of these measures are available on request.

When the Landlord engages third parties to process your personal data on its behalf, they do so on the basis of written contracts which impose a duty of confidentiality and are

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obliged to implement appropriate organisational measures to ensure the security of data.

organisational measures to ensure

12. **Your duty to inform us of**

It is important that the personal data about you is accurate and current. Please be sure to update your personal information changes during the lease application term of a lease.

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13. **Your Rights**

As a data subject, you have the right to:

you can:

- access and obtain a copy of your personal data (known as an "access request");
- require the Landlord to correct any incomplete data;
- request erasure of your personal data. This enables you to ask the Landlord to delete your data, for example where the data is no longer necessary for the purposes for which it is being processed;
- object to the processing of your personal data where the Landlord is relying on its legitimate interests or those of a third party; and
- ask the Landlord to restrict the processing of your personal data for a period of time if data is inaccurate or you have a dispute about its accuracy or the reason for processing.

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incomplete data;  
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If you would like to exercise your rights under this privacy notice, please contact us.

you have any questions about the

If you believe that the Landlord is not complying with your data protection rights, you have the right to make a complaint to the Information Commissioner's Office.

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**I acknowledge receipt of this document and confirm that I have read and understood its contents.**

**Tenants and Guarantors and**

Name.....

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Signature.....

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Date.....

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