

AGENT'S GDPR POLICY TO LANDLORD

Data controller: <<Insert name and address of the Lettings Agent>>

1. Introduction

<<Insert Lettings Agent Name>> is the "data controller". This means that we are responsible for deciding how your personal information about you.

<<Insert Lettings Agent Name>> collects, stores and processes your personal data relating to your tenancy with us, and our other landlords, in order to provide you with the appropriate services.

- a lettings service to help you find a property to rent;
- a lettings service to help you find a property to let (including a deposit holding service);
- a lettings service to help you manage your tenancy and provide a rent collection service; and
- a fully managed property service.

This privacy notice sets out the information the Agent collects, why it is collected, how it is held and how it is processed by the Agent and with whom.

The Agent is committed to the protection and security of your personal information. The Agent is clear and transparent about how it collects and uses that data and its data protection obligations.

2. Data Protection Principles

The Agent will comply with the data protection principles which means that the personal information we hold about you:

- Used lawfully, fairly and in a transparent manner;
- Collected only for the purposes we have explained to you clearly and not used in any way other than those purposes;
- Relevant to the purposes we have explained to you about and limited to those purposes only;
- Accurate and kept up to date;
- Kept only for such length of time as is necessary about; and
- Kept securely.

3. What information does the Agent collect and process?

The Agent collects and processes your personal information (personal data) about you. Personal data is information about an individual from which the person can be identified. If you are a landlord, some of the points below may not be relevant to you. This information will be given to the appropriate points below and give details as necessary>

- Identity and personal details such as your name, title, address, email address, telephone number and date of birth.

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- Bank account details
- Proof of ownership;
- Accounting records
- Letting and management records
- Insurance information
- Licence applications
- Details of mortgage
- Lender restrictions;
- Tenancy deposit information
- Repair and health and safety records
- Breach of tenancy terms
- Council Tax and utility bills
- Notices and correspondence
- CCTV and audio recordings
- General correspondence and records
- Data sent from websites

termination of tenancy;

letters, emails, text messages etc);

server (including pages visited and time and date and of

The Agent collects this information from you at the time of collection. The Agent also collects information from you at the time of instruction. The Agent also

of ways. For example, data is collected from you at the time of collection, and throughout our period of instruction.

In some cases, the Agent also collects information about you from third parties, such as:

data about you from third parties,

- Other tenants, residents or guarantors;
- Guarantors;
- Local authorities;
- The police or other law enforcement agencies;
- Department for Work and Pensions;
- Utility companies or other service providers;
- Other letting/management agencies;
- Websites or online services.

es;

ghtmove.

Data is stored in a range of formats including in paper files and in the Agent's IT systems (including the Agent's cloud storage).

ing in paper files and in the Agent's IT systems (including the Agent's cloud storage).

4. **Why does the Agent process your personal data?**

The Agent needs to process your personal data in order to provide you with the services agreed between you and the Agent.

terms of our lettings service as agreed between you and the Agent.

In addition, the Agent needs to process your personal data in order to ensure that we are complying with our legal obligations, for example to ensure that any deposit is protected in a scheme which any deposit is protected in.

ure that we are complying with our legal obligations, for example to ensure that any deposit is protected in a scheme which any deposit is protected in.

In other cases, the Agent needs to process your personal data before, during and after our relationship with you.

est in processing personal data before, during and after our relationship with you.

5. **Situations in which we will process your personal data**

formation

Situations in which we will process your personal data are listed below, expanding as necessary.

formation are listed below<<list

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- To enter into a tenancy agreement;
- To collect rent and charges;
- To manage the tenancy;
- To arrange an energy performance certificate;
- To arrange an inventory;
- To keep accurate records;
- To arrange repairs and maintenance;
- To recover debts and charges;
- To ensure Council Tax is paid;
- To ensure that welfare appliances are paid to you (where applicable);
- To handle tenancy matters;
- To handle complaints;
- To create and keep records;
- To provide information to authorities who are legally entitled to require this information;
- To contact next of kin in case of emergency;
- To store emails, records and communications;
- To comply with legal requirements;
- To bring and defend proceedings;
- To take payment from tenants;
- To perform our terms and conditions;
- To provide you with information relating to the property in accordance with your express consent.

the condition of the property;
 the landlord's rental business;
 the property;
 of a property;
 are billed and paid appropriately;
 (Universal Credit and housing benefit)

ings;
 authorities who are legally entitled to

use of emergency;
 communications;
 nents;

y the Agent;
 and
 relation to the property market and
 in accordance with your express

6. If you fail to provide personal information

If you do not provide certain information, we may not be able to provide its lettings services.

requested, the Agent may not be able

7. Change of purpose

The Agent 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 why.

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

personal information without your knowledge or consent where it is permitted by law.

8. Use of sensitive personal information

Some special categories of personal information are processed to comply with legal obligations (for example, in connection with health and safety purposes).

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9. For how long do you keep my personal information

The Agent will only hold your personal information for as long as is necessary to fulfil the purposes we collected it for, as well as any legal, accounting or reporting requirements. The period for which your personal information is held after the end of a tenancy is <<seven years>>. The period for which your personal information is held is <<one year>> for a potential landlord who does not have a tenancy with the Agent for its services.

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10. Who is data shared with?

Your information will be shared with <<state e.g. other staff members>>.

ing with <<state e.g. other staff

The Agent also shares your information where necessary in order to administer the property in our legitimate interest in doing so.

where required by law, where it is necessary to deal with you or where we have another legitimate interest in doing so:

- Professional advisers (including lawyers, accountants and tax advisers);
- Freeholder and/or tenant agents;
- Debt collectors and recovery agents;
- Local authorities and other regulatory bodies;
- Ombudsman/redress schemes;
- Professional body/regulator;
- Courts/Tribunals;
- Police/enforcement agencies;
- Internet service providers;
- Banks/building societies;
- Tenant's/resident's representatives;
- Joint tenants and other co-owners;
- Guarantors;
- Joint owners of the property;
- Tenancy Deposit Schemes;
- Universal Credit/housing benefit;
- H M Revenue and Customs;
- Council Tax authorities;
- Utilities and service providers;
- Future owners of the property;
- Contractors and tradespeople;
- Prospective purchasers;
- Other – *give details*

and accountants; (including freeholder and tenant agents of the property in block of flats);

agencies;

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atives in case of emergency;

it administrator;

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vices at the property;

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

outside the European Economic

OR

[Your data may be transferred outside the European Economic Area (EEA) in order to <<state relevant legislation>> on the basis of <<state relevant legislation>> of adequacy, binding corporate rules or other safeguards where necessary. If your information is available on request.]

de the European Economic Area transferred outside the EEA on the basis of <<state relevant legislation>> of adequacy, binding corporate rules or other safeguards where necessary. If your information, it is available on request.]

11. How does the Agent protect your data?

The Agent takes the security of your information seriously and has strict policies and controls in place to prevent your information from being lost, stolen or disclosed. Details of the security measures in place are available on request.

y. The Agent has internal policies and controls in place to prevent your information from being lost, stolen, accidentally destroyed, misused or disclosed. Details of the security measures in place are available on request.

When the Agent engages third parties to process your personal data on its behalf, they do so on the basis of written contracts which require them to observe a duty of confidentiality and are obliged to implement appropriate technical and organisational measures to ensure the security of data.

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

It is important that the p
current. Please be sure to
during our period of instruc

hold about you is accurate and
our personal information changes

13. **Your Rights**

As a data subject, you have

can:

- access and obtain a
access request”);
- require the Agent to
complete data;
- request erasure of y
Agent to delete or s
no longer necessar
- object to the proces
and freedoms outw
- ask the Agent to su
time if data is inacc
for processing it.

request (known as a “data subject
This enables you to ask the
for example where the data is
processing;
believe your fundamental rights
sts; and
your personal data for a period of
e about its accuracy or the reason

If you would like to exercis
privacy notice, please cont

you have any questions about the

If you believe that the Agen
have the right to make a co

your data protection rights, you
in Commissioner’s Office.

**I acknowledge receipt of
confirm that I have read a**

Privacy Notice to Landlord and

Name.....

Signature.....

Date.....

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