

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

1. Introduction

<<Insert Lettings Agent Name>> "Data Controller". This means that we are responsible for deciding how your personal information about you.

<<Insert Lettings Agent Name>> collects, stores and processes personal data relating to tenants, guarantors, and prospective tenants in order to provide rental services. This privacy notice sets down how the Agent collects and uses personal data about you before, during and after a tenancy.

This privacy notice sets down the information the Agent collects, why it is collected, how it is held and who 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 in line with 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 valid purposes that are not used in any way unrelated to 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 we have told you about; and
- Kept securely.

3. What information does the Agent collect and process?

The Agent collects and processes personal information (personal data) about you. Personal data is information about an individual from which the individual can be identified. In addition to the points below may not be collected, depending on whether you are a tenant or guarantor. This includes <<list or as necessary>>:

- Identity and personal details such as your name, title, address, email address, telephone number, national insurance number, car registration;
- Background information such as landlord details, employer details, and emergency contacts;
- Bank account details and credit check results;

S

- Tenancy details including guarantors;
- Tenancy deposit information;
- Immigration/right to rent;
- Rent and utilities paid;
- Recovery of arrears;
- Repair and health and safety;
- Breach of tenancy terms;
- Council Tax and utility bills;
- Universal credit/housing benefit;
- Notices and correspondence;
- CCTV and audio recordings;
- General correspondence and documents;
- Data sent from websites, including time and date and content.

t tenants, other residents and guarantors; return on tenancy termination; (y);

proceedings;

A

We may also collect, store and process special categories of more sensitive personal information:

- Information about race or ethnicity;
- Information about whether you have a disability for the purposes of the Equality Act 2010;
- Equal opportunities information including information about your religion or belief.

ination of tenancy;

ters, emails, text messages etc);

server (including pages visited and IP address of server).

M

The Agent collects this information in a number of ways. For example, data is collected through the tenancy agreement and through correspondence during the tenancy. The Agent also maintains its own records such as rent payment records.

pecial categories of more sensitive personal information:

ons, including whether or not you have a disability for the purposes of the Equality Act 2010; and including information about your religion or belief.

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

- References supplied by previous landlords;
- Information from credit reference agencies;
- Other tenants, residents and guarantors;
- Local authorities;
- The police or other law enforcement agencies;
- Department for Work and Pensions;
- Utility companies or energy suppliers;
- Letting/managing agents;
- Websites or online services used to find a property to rent or to rightmove.

about you from third parties, such as:

mployers and personal referees;

es;

ghtmove.

Data is stored in a range of ways. For example, data is collected through the tenancy agreement and through correspondence during the tenancy. The Agent also maintains its own records such as rent payment records.

ng in paper files and in the Agent's IT systems (including the Agent's website).

4. Why does the Agent process your personal information?

The Agent needs to process your personal information to administer and manage tenancies.

lications for tenancy agreements

In addition, the Agent needs to process your personal information to ensure that we are complying with our legal obligations, for example to

ure that we are complying with our legal obligations, for example to check a tenant's "right to rent" for

P

L

E

properties in England or
which any deposit is protected

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

5. Situations in which we will

Situations in which we will
below, expanding as necessary

- To verify the identity
- To decide on the suitability
- To arrange lettings;
- To assess the financial
- To check immigration
- To deal with joint tenants
- To enter into a tenancy
- To secure payment
- To collect rent and
- To manage the tenancy
- To arrange an energy
- To arrange an inventory
- To keep accurate records
- To arrange repairs
- To monitor and enforce
- To recover debts and
- To ensure Council Tax
- To ensure that welfare
- To handle tenancy
- To handle complaints
- To address health and
- To create and keep
- To provide information
- To contact next of kin
- To store emails, records
- To comply with legal
- To bring and defend
- To prevent, detect and
- To perform our tenancy
- To take payment for
- To provide you with

6. If you fail to provide personal

If you do not provide certain
to proceed with the grant of

7. Change of purpose

ation with a deposit scheme by

rest in processing personal data
nt relationship.

Information

information are listed below<<list

- resident;
- tenant/resident;
- of a proposed tenant/resident;
- are linked to the tenancy;
- of tenant obligations;
- e;
- the condition of the property;
- tenant's rental business;
- property;
- tenant's obligations;
- of a property;
- are billed and paid appropriately;
- (Universal Credit and housing benefit)
- appropriate;
- of any tenancy deposit;
- ing to tenants/residents;
- ings;
- authorities who are legally entitled to
- use of emergency;
- communications;
- tenants;
- and anti-social behaviour;
- joint tenants and residents who
- y the Agent; and
- on to the property market and
- n accordance with your express

S

The Agent will only use your personal information for the purpose for which it was collected unless we reasonably 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.

for the purpose for which it was collected unless we reasonably 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 process your personal information without your consent where permitted by law.

You should be aware that we may process your personal information without your consent where permitted by law.

8. **Use of sensitive personal information**

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

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

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, subject to 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 following an unsuccessful tenancy application is <<one year>>.

The Agent will only hold your personal information for as long as is necessary to fulfil the purposes we collected it for, subject to 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 following an unsuccessful tenancy application is <<one year>>.

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

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

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

The Agent also shares your personal information where required by law, where it is necessary in order to administer the tenancy with you or where we have another legitimate interest in doing so. This includes:

The Agent also shares your personal information where required by law, where it is necessary in order to administer the tenancy with you or where we have another legitimate interest in doing so. This includes:

- Professional advisers (including accountants and lawyers);
- Freeholder and/or tenant's agents;
- Existing or previous landlords;
- Existing or previous tenants;
- Credit referencing agencies;
- Debt collectors and recovery agencies;
- Local authorities and housing associations;
- Ombudsman/redress schemes;
- Professional body/regulator;
- Courts/Tribunals;
- Police/enforcement agencies;
- Internet service providers;
- Banks/building societies;
- Tenant's/resident's insurers;
- Joint tenants and other persons connected with you;
- 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.

The Agent also shares your personal information where required by law, where it is necessary in order to administer the tenancy with you or where we have another legitimate interest in doing so. This includes:

agencies;

insurers in case of emergency;

tenancy deposit administrator;

A

M

P

L

E

S

- Future owners of the property;
- Contractors and tradespeople working at the property;
- Prospective purchasers of the property;
- Other landlords including agents and other landlords to whom you have let the property to another landlord for a tenancy;
- Other – *give details*

For tenants, residents and other persons who are not the landlord client.

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

OR

[Your data may be transferred outside the European Economic Area (EEA) in order to <<state relevant s basis of <<state relevant s rules or other safeguards request.]

A

11. How does the Agent protect your data?

The Agent takes the security of your data seriously. The Agent has internal policies and controls in place to prevent your data from being lost, 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.

M

12. Your duty to inform us of changes to your details

It is important that the personal data we hold about you is accurate and current. Please be sure to update your personal information during the tenancy application process and during the course of a tenancy.

P

13. Your Rights

As a data subject, you have the following rights:

- access and obtain copies of your personal data (known as a “data subject request”);
- require the Agent to update your personal data;
- request erasure of your personal data. This enables you to ask the Agent to delete or remove your personal data, for example where the data is no longer necessary for the purposes for which it was processed;
- object to the processing of your personal data where you believe your fundamental rights and freedoms outweigh the legitimate interests of the Agent;
- ask the Agent to suspend the processing of your personal data for a period of time if data is inaccurate or you wish to dispute about its accuracy or the reason for processing it.

L

E

If you would like to exercise your rights under the privacy notice, please contact the Agent.

If you have any questions about the privacy notice, please contact the Agent.

If you believe that the Agent has not followed your data protection rights, you have the right to make a complaint to the Information Commissioner's Office.

If you have any questions about the privacy notice, please contact the Agent.

I acknowledge receipt of the Privacy Notice to Tenant, Resident or Guarantor and confirm that I have read and understood it.

I acknowledge receipt of the Privacy Notice to Tenant, Resident or Guarantor and confirm that I have read and understood it.

Name.....

Signature.....

Date.....

S

A

M

P

L

E