# AGENT'S GDPR PRIVACY

### Data controller: << Insert name a

#### 1. Introduction

<<Insert Lettings Agent N responsible for deciding ho

<<Insert Lettings Agent personal data relating to te in order to provide rental Agent collects and uses p tenancy.

This privacy notice sets do collected, how it is held a whom.

The Agent is committed information. The Agent is collects and uses that data

## 2. Data Protection Principle

The Agent will comply with information we hold about

- Used lawfully, fairly
- Collected only for v not used in any way
- Relevant to the pur purposes only;
- Accurate and kept i
- Kept only for such t about; and
- Kept securely.

#### 3. What information does the

The Agent collects and pr about you. Personal data person can be identified. I the points below may not depending on whether you delete the appropriate poin

- Identity and person address, telephone registration;
- Background inform accountant details,
- Bank account detai













# ESIDENT OR GUARANTOR

ngs Agent>>

troller". This means that we are nal information about you.

collects, stores and processes arantors, and prospective tenants rivacy notice sets down how the ut you before, during and after a

nation the Agent collects, why it is processed by the Agent and with

y and security of your personal ar and transparent about how it protection obligations.

means that the personal

ve explained to you clearly and these purposes; bout and limited to those

he purposes we have told you

#### ocess?

sonal information (personal data) bout an individual from which the nt, resident or guarantor some of ent information may be collected, guarantor. This includes <<list or as necessary>>:

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

andlord details, employer details, and emergency contacts; redit check results;

dent or Guarantor.

- Tenancy details i guarantors;
- Tenancy deposit inf
- Immigration/right to
- Rent and utilities path
- Recovery of arrears
- Repair and health a
- Breach of tenancy t
- Council Tax and uti
- Universal credit/hot
- Notices and correst
- CCTV and audio re
- General correspondence and
- Data sent from web time and date and one

We may also collect, store personal information:

- Information about r have a disability for
- Equal opportunities ethnic origin, sexua

The Agent collects this i collected through the ter during the tenancy. The Agrecords.

In some cases, the Agent as:

- References supplie
- Information from creation
- Other tenants, resid
- Guarantors;
- Local authorities;
- The police or other
- Department for Work
- Utility companies or
- Letting/managing a
- Websites or online

Data is stored in a range o IT systems (including the A

# 4. Why does the Agent proc

The Agent needs to proce and manage tenancies.

In addition, the Agent need legal obligations, for exam

t tenants, other residents and g return on tenancy termination;

roceedings;

ination of tenancy;

ters, emails, text messages etc);

erver (including pages visited and erver).

ecial categories of more sensitive

ons, including whether or not you o make adaptations; and including information about your eligion or belief.

of ways. For example, data is ss and through correspondence wn records such as rent payment

bout you from third parties, such

ployers and personal referees;

htmove.

ig in paper files and in the Agent's

lications for tenancy agreements

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









properties in England or which any deposit is proted

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

#### 5. Situations in which we w

Situations in which we wil below, expanding as neces

- To verify the identity
- To decide on the su
- To arrange lettings;
- To assess the finan
- To check immigration
- To deal with joint te
- To enter into a tena
- To secure payment
- To collect rent and
- To manage the ten
- To arrange an ener
- To arrange an inver
- To keep accurate re
- To arrange repairs
- To monitor and enformation
- To recover debts ar
- To ensure Council<sup>-</sup>
- To ensure that welf are paid to the land
- To handle tenancy
- To handle complair
- To address health a
- To create and keep
- To provide informat require this informa
- To contact next of k
- To store emails, red
- To comply with legation
- To bring and defend
- To prevent, detect a
- To perform our tena are linked to the ter
- To take payment fo
- To provide you with information relating consent.

# 6. If you fail to provide pers

If you do not provide certa to proceed with the grant o

7. Change of purpose



ation with a deposit scheme by

est in processing personal data nt relationship.

#### formation

information are listed below<<list

sident; nant/resident;

f a proposed tenant/resident;

are linked to the tenancy;

of tenant obligations;

# э;

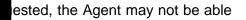
he condition of the property; ent's rental business; property; nt's obligations; of a property; are billed and paid appropriately; versal Credit and housing benefit) ropriate; n of any tenancy deposit;

ng to tenants/residents; ngs; orities who are legally entitled to

ise of emergency; ommunications; nents;

l anti-social behaviour; joint tenants and residents who

y the Agent; and on to the property market and n accordance with your express



dent or Guarantor.

The Agent will only use y collected unless we reaso and that reason is compa personal information for ar the legal basis which allow

You should be aware that knowledge or consent whe

#### 8. Use of sensitive persona

Some special categories medical conditions, are pr relation to tenants/resident

## 9. For how long do you kee

The Agent will only hold y purposes we collected requirements. The period <<seven years>>. The pe tenancy application is <<or

## 10. Who is data shared with?

Your information will be members>>.

The Agent also shares you necessary in order to adm legitimate interest in doing

- Professional advise
- Freeholder and/or t
- Existing or previous
- Existing or previous
- Credit referencing a
- Debt collectors and
- Local authorities an
- Ombudsman/redres
- Professional body/r
- Courts/Tribunals;
- Police/enforcement
- Internet service pro
- Banks/building soci
- Tenant's/resident's
- Joint tenants and of
- Guarantors;
- Joint owners of the
- Tenancy Deposit S
- Universal Credit/ho
- H M Revenue and (
- Council Tax authori
- Utilities and service



for the purpose for which it was need to use it for another reason purpose. If we need to use your will advise you of this and explain

personal information without your nitted by law.

as information about health or legal obligations (for example, in health and safety purposes).

long as is necessary to fulfil the legal, accounting or reporting eld after the end of a tenancy is is held following an unsuccessful

ing with <<state e.g. other staff

where required by law, where it is ith you or where we have another hared with:

d accountants; property in block of flats);

lies;

ves in case of emergency;

it administrator;

dent or Guarantor.

- Future owners of th
- Contractors and tra
- Prospective purcha
- Other landlords incl and
- Other give details

For tenants, residents and the landlord client.

[The Agent will not transfe Area.]

## OR

[Your data may be transf (EEA) in order to <<state basis of <<state relevant s rules or other safeguards request.]

# 11. How does the Agent prot

The Agent takes the secu and controls in place to pre or disclosed. Details of the

When the Agent engages t so on the basis of written obliged to implement appl the security of data.

# 12. Your duty to inform us of

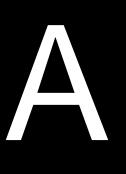
It is important that the p current. Please be sure to during the tenancy applicat

## 13. Your Rights

As a data subject, you hav

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













vices at the property;

another landlord for a tenancy;

will share any personal data with

outside the European Economic

the European Economic Area nsferred outside the EEA on the on of adequacy, binding corporate er information, it is available on

y. The Agent has internal policies t, accidentally destroyed, misused e on request.

ersonal data on its behalf, they do a duty of confidentiality and are ganisational measures to ensure

hold about you is accurate and our personal information changes course of a tenancy.

ı can:

equest (known as a "data subject

mplete data;

on. This enables you to ask the ta, for example where the data is cessing;

u believe your fundamental rights sts; and

your personal data for a period of e about its accuracy or the reason

	<i>v</i>	
	If you would like to exercis privacy notice, please cont	you have any questions about the
	If you believe that the Age have the right to make a co	h your data protection rights, you n Commissioner's Office.
	I acknowledge receipt of or Guarantor and confirm	acy Notice to Tenant, Resident nderstood it.
	Name	
	Signature	
	Date	
Ŋ	/-Docs – PROP.RLA.06 – Agent's GDI	6 dent or Guarantor.