

Privacy Notice

Why I/we hold and process information

This notice sets out how your information is held and how this information is processed. Personal information about tenants and possible new tenants is processed so that residential accommodation can be provided. This includes:

- Dealing with lettings
- Dealing with applications for tenancies
- Checking suitability for tenancies, (including credit and immigration checks)
- Managing property
- Collecting rent
- Maintaining accounts and records
- Dealing with tenancy deposits

Relevant information may include personal details, employment or education details and financial details. By law, immigration checks must be carried out on new tenants and residents. Copies of the documents checked, e.g. passport, must be kept. These copies might be kept on an electronic device.

Sharing information with others

Personal information may be shared with others. If this is necessary data protection legislation will be followed.

Information might be shared with;

- Other landlords
- Employers
- Educational institutions
- Service providers, e.g. gas, electricity, water companies
- Financial institutions
- Credit and tenant referencing agencies
- Tenancy deposit schemes
- Debt collection and tracing agencies
- Public and government bodies, e.g. those who deal with council tax and benefits
- Contractors and repairers
- Letting and managing agents
- Future owner of the property

This does not mean that information will be shared with all the above but may be shared if necessary.

Council tax, utilities and services

So that these are collected correctly, and bills are sent to the correct person your information will be shared with the relevant local authority and utility or service providers, including the water company.

Why I/we use your personal information

It is used in several ways, e.g. to decide whether to let the property to you, to prevent fraud, for accounting and auditing, for property management or for debt collection.

Right to gather information

You have the right to ask for a copy of the information held about you. There may be a small charge for this. It is important that your personal information is accurate and up to date. You can ask for the information to be corrected or removed if it is not accurate.