

PRIVACY NOTICE

WHAT THIS NOTICE IS ABOUT

This Privacy Notice tells you what information we obtain and hold about you whether you are:

- a landlord
- an applicant initially applying to us for a tenancy
- a tenant
- a lawful resident of a property that we manage
- a guarantor

It explains what information we collect, why we collect it, and what we do with it, as well as who we share it with. We collect and handle personal information about our landlords, tenants, residents and prospective tenants and residents along with any guarantors to enable us to provide residential accommodation. This includes:

- applications by landlords wanting us to manage their properties
- dealing with applications for tenancies
- checking the suitability of tenants, residents and any guarantors (including credit, immigration and similar referencing checks)
- arranging lettings
- property management (including dealing with repairs)
- rent collection
- dealing with any complaints
- maintaining our accounts and records
- tenancy terminations
- administering tenancy deposits.

You should read this notice when you give us information, so you are aware of how and why we are using this, please update us if any information supplied by you changes.

Our website and services may contain links to independent websites which are not provided by us. Such independent sites are not under our control, and we are not responsible for and have not checked and approved their content or their privacy policies. We may change the privacy notice from time to time by amending this page.

For the purpose of the Data Protection Act 1998 and General Data Protection Regulation EU 2016/679, the data controller is Martin Lofthouse, Property Management Services whose registered address is 11 Kings Road, North Ormesby, Middlesbrough, TS3 6NG

HOW WE USE PERSONAL INFORMATION

PRIVACY PROMISE

1. We promise to keep your information safe
2. We promise not to sell it
3. We give you ways to manage and review your marketing choices at any time
4. We keep a record of when and how we get consents and what you were told at the time

HOW THE LAW PROTECTS YOU

The law says we must have one or more of these reasons to collect your data

1. To fulfil a contract with you
2. When it is our legal duty e.g. Information relating to your identity where we are required by law to collect this to comply with the Money Laundering Regulations 2017 and the Immigration Act
3. When it is in our legitimate interest (which we must define)
4. When you consent

Transparency means you have the right to be informed about how we will use your data.

GROUPS OF PERSONAL INFORMATION

FINANCIAL –Your financial position, status and history

CONTACT – Where you live and how to contact you and your next of kin

SOCIO-DEMOGRAPHIC – Details about your work, nationality, education (especially students)

TRANSACTIONAL –Details of payments you make to us/we send

CONTRACTUAL – Details about the products or services we provide to you

COMMUNICATIONS- What we learn about you from letters, emails and conversations between us.

OPEN DATA AND PUBLIC RECORDS – E.g. Electoral Information, Internet, Newspapers

DOCUMENTARY DATA – E.g. copies of ID.

CONSENTS – How you agree we can contact you

NATIONAL IDENTIFIERS – E.g. National Insurance Number

We collect Data from Third Parties such as social networks, fraud prevention agencies, public information services.

WE MAY SHARE THIS INFORMATION WITH

1. HMRC , Regulators and other authorities
2. Credit Reference Agencies
3. Fraud Prevention Agencies
4. Any party linked to you (e.g. Joint Tenant/Joint Owner)
5. Workmen needing to enter your house
6. Companies you ask us to share data with (e.g. The Tenant Shop, mydeposits)
7. If you use Standing orders/direct debits/BACS payments, we will share your data with your bank/the Direct Debit scheme.
8. Future landlords and letting agents who contact us for a reference at the end of your tenancy
9. If we sell our business, we will only do this if they agree to keep your information safe
10. Your Landlord/Your Tenant
11. Utility Companies and Council Tax

12. The Local Authority
13. Debt Collection Agencies
14. Employees of our company

This is not a full and comprehensive list, for a full list, please email info@rent-or-let.co.uk or request a copy in writing at 11 Kings Road, North Ormesby, Middlesbrough, TS3 6NG

CREDIT REFERENCE AGENCIES

We may share information with CRA's and they will give us information about you. The data we exchange can include

1. Name, address date of birth
2. Application form details
3. Financial situation and history
4. Public Information

We will use this information to

1. Assess if you can afford the property
2. Make sure what you have told us is the truth
3. Help detect and prevent fraud
4. Track and recover debts

On a joint tenancy, CRA's may link your data to other joint tenants. You can ask CRA's to break the link but you normally have to prove you no longer have a financial link with them.

IF YOU DO NOT PROVIDE DATA WE MAY NOT BE ABLE TO OFFER YOU OUR SERVICES/A TENANCY.

SECURITY OF YOUR DATA

We keep information both electronically and in a manual filing system to maintain our records. We do this because we need to use it from time to time.

HOW LONG WE KEEP INFORMATION

1. We will keep it as long as you are a client
2. After you stop being a client we will keep data for at least 7 years for one or more of the following reasons:-
 - To respond to questions or complaints or
 - To show why we have treated you fairly or
 - For historical research and statistical purposes.
 - In the case of legal action of any kind

You can access personal information by writing to us at 11 Kings Road, North Ormesby, Middlesbrough, TS3 6NG or by email to info@rent-or-let.co.uk. You can also ask us to correct any information you believe to be incorrect. We do not have to provide information where the request is disproportionate or has already been given previously.

WHAT IF YOU ASK US TO STOP USING YOUR PERSONAL INFORMATION?

This is also known as "The right to be forgotten". There may be legal or other reasons why we need to keep or use your data. In such cases we can restrict the use of your data to legal claims or to exercise legal rights.

YOU CAN WITHDRAW CONSENT BY WRITING TO US AT 11 Kings Road, North Ormesby, Middlesbrough, TS3 6NG or by email to info@rent-or-let.co.uk

YOU CAN COMPLAIN TO US IF YOU ARE UNHAPPY WITH HOW WE HAVE USED YOUR PERSONAL INFORMATION AT 11 Kings Road, North Ormesby, Middlesbrough, TS3 6NG or by email to info@rent-or-let.co.uk.

YOU CAN ALSO COMPLAIN TO THE INFORMATION COMMISSIONERS OFFICE AT WWW.ICO.ORG.UK FIND OUT ON THEIR WEBSITE [HOW TO REPORT A CONCERN](#).

ADDITIONALLY

VITAL INTERESTS – We can pass on details in an emergency e.g. medical care if you are physically or legally incapable of giving consent.

FEES

We supply a copy of information free of charge. We can charge a reasonable fee when a request is manifestly unfounded, or excessive, particularly if it is repetitive. We may charge a fee where we have already supplied the information.

We must supply information without delay and in any event within one month. This can be extended by up to two months if during that month the request is considered complex and/or numerous, and if we do we have to explain why.

We must verify the identity of the person making the request using “reasonable means”

DATA PROTECTION IMPACT ASSESSMENT

This will allow an organisation to identify and fix problems at an early stage.

Further guidance see ICO [conducting privacy impact assessments code of practice](#).