

Privacy Notice

Why we hold and process information?

This notice sets out how we hold and process information we hold about you. We process personal information about our tenants and possible new tenants so we can provide residential accommodation.

This includes:

- dealing with lettings;
- dealing with applications for tenancies;
- checking suitability for tenancies (including credit, immigration, employment, address history and similar checks);
- managing property;
- collecting rent;
- maintaining our accounts and records; and
- dealing with tenancy deposits.

Relevant information may include personal details, employment and education details and financial details.

By law, we have to carry out immigration checks on new tenants and residents. We must keep copies of these documents for a period of one year after the end of the tenancy as part of these checks. We may keep these copies on computer, or as hard copies.

Sharing information with others

We may need to share personal information we process with others. If we have to do this, we will keep to data-protection legislation. Depending on the circumstances, we may share information with:

- other landlords;
- employers;
- educational institutions, universities and colleges;
- suppliers (including gas, electricity and water companies) and service providers;
- financial organisations (including banks);
- credit- and tenant-reference agencies;
- tenancy deposit schemes;
- debt-collection and tracing agencies;
- public and government bodies (including Local Authorities, Police, and departments who deal with benefits and council tax);
- contractors, repairers and housemates;
- letting and managing agents; and
- any future owner of the property.

This does not mean that we necessarily share information with all of the above but we may do so if we need to.

Council tax and utilities and services

We may be required to share information in relation to utility companies, service providers, council tax, the local authority, police and debt collection agency's in relation to your tenancy.

Why we use your personal information

We may use the personal information you give us in a number of ways, for example to decide whether to let the property to you; to prevent fraud, for accounting and auditing purposes, for managing property or for debt collection.

How long we store your personal information for

We will not keep any personal data about you for any longer than is necessary for the purposes for which the personal data are processed. We follow a personal data retention policy which determines how long we keep specific types of personal information for. For further information about the criteria we use to determine what periods we keep specific information, please contact us on the contact details provided later on in this notice.

Your rights

Under the GDPR, you have the following rights:

- **Right to correction.** You have the right to have inaccurate personal data about you rectified.
- **The right to erasure.** You have the right to request that we delete your personal data where: (a) the personal data are no longer necessary in relation to the purposes for which they were collected or processed; (b) you withdraw your consent to processing for which we previously obtained your consent; (c) you object to the processing and, as a result, we agree to cease that processing; (d) the personal data has been unlawfully processed; and (e) we are required to erase the personal data in order to comply with the law.
- **Right to restriction.** You have the right to obtain from us the restriction of processing where: (a) you contest the accuracy of the personal data we hold about you; (b) the personal data has been unlawfully processed; (c) we no longer need the personal data but they are required in limited circumstances; and (d) you object to the processing and, as a result, we agree to cease that processing.
- **Right to request transfer.** In certain circumstances, you have the right to receive personal data from us in a structured, commonly used and machine-readable format (such as a spreadsheet or word file) and the right to transmit it to a third-party organisation.
- **Right to object.** You have the right to raise an objection to any of our processing as outlined above. Please tell us if you object to any type of processing that we do, and we will work with you to address any concerns you may have.
- **Right to object to marketing.** If you do not want us to process your personal data for direct marketing, please tell us and we will ensure that we no longer do this.
- **Right to object to automated decision making.** If automation is used at all in relation to making a decision, based off of your personal data provided to us, you have a right to object to this.
- **Right to complain to the ICO.** Whilst we would always prefer it if you approached us first about any complaints or queries you may have; you always have the right to lodge a complaint with the Information Commissioner's Office.
- **Right to request access.** You have the right to access a copy of personal data we hold about you. Please contact us on the details provided below.

Contact us

Should you have any concerns or questions about the use of your personal data, or wish to exercise any of the rights outlined above, please write to us at 10-12 Barnes High Street, Barnes, London, SW13 9LW.

Complaints

If you are unhappy with the way that we have processed or handled your data, then you have a right to complain to the Information Commissioner's Office (ICO). The ICO is the supervisory body authorised by the Data Protection Act 2018 to regulate the handling of personal data within the United Kingdom. The contact details for the Information Commissioner's Office are:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, SK9 5AF

Telephone: 0303 123 1113

Website: <https://ico.org.uk/concerns/>

Changes to this notice

There may be changes and updates to this privacy notice from time to time. We will look to keep you updated in as reasonable a way as possible should this be the case.