

PRIVACY NOTICE

Why we hold/process data

This notice sets out how we hold and process data we hold about you. We process personal information to enable us to provide residential accommodation which includes lettings, sales, dealing with applications for tenancies and sales, checking suitability for tenancies (including credit checks, immigration and similar checks); property management; rent collection, maintaining our accounts and records; and administering tenancy deposits.

Relevant information may include personal details, employment and education details and financial details. We have to undertake immigration checks on prospective tenants and residents. We are required to retain copies of the documents which we inspect as part of these checks. These may be retained in electronic or paper form.

Sharing data with others

We may need to share personal information we process with others. Where this is necessary we are required to comply with data protection legislation. Depending on the circumstances, we may share information with other landlords; employers; educational institutions; universities and colleges; suppliers (including utilities) 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 those who administer benefits and Council Tax); contractors and repairers; 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 where it is necessary.

Council Tax and utilities/services

In order to ensure that Council Tax and Utilities and Service Bills including water charges are correctly collected, we share information with the relevant local authority and utility/service providers. We also share this information to ensure that bills are directed to the correct person and charges and debts can be collected. By law, in certain areas information about who occupies a property has to be passed to water companies. In all other areas, although this is voluntary, we may pass over this information to water companies.

Why we use your personal information

Personal information which you supply to us may be used in a number of ways, for example to make decisions whether to let the property to you; for fraud prevention; for accounting and auditing purposes, for property management or for debt collection.

Right to obtain information

You have the right to request a copy of the information that we hold about you. We may make a small charge for this service. We want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove information if this is inaccurate. To request this information please write to us or email us.

We are registered with the Information Commissioner's Office.