

PRIVACY NOTICE FOR TENANTS AND GUARANTORS

This notice explains what information I/we collect, when I/we collect it and how I/we use this. During the course of our activities, I/we will process personal data (which may be held on paper, electronically, or otherwise) about you and I/we recognise the need to treat it in an appropriate and lawful manner. The purpose of this notice is to make you aware of how I/we will handle your information.

I/we may change the privacy notice from time to time and updates will be published on our website <https://www.newtimberplace.co.uk/tenantprivacy.htm>.

The data controller is Redhouse Farm Partners, Newtimber Place, Newtimber Place Lane, Newtimber, Hassocks, West Sussex BN6 9BU; email redhouse@newtimber.co.uk

How I/we collect information from you and what information I collect

I/we collect information about you:

- From the Letting Agent dealing with your tenancy
- From publicly available information on the internet for example Facebook, Google
- From yourself, other tenants or residents or neighbours, from a guarantor where there is a guarantor for your tenancy, public bodies such as local authorities or the police, or other law enforcement agencies

I/ we may collect the following information about you:

- Tenant name, e-mail address, telephone number Date of Birth, address (including any previous addresses), marital status, National Insurance Number, nationality, next of kin, name of university or college where you are studying (if applicable), the name of friends that you are staying with (if applicable);
- Guarantor name, e-mail address, telephone number, Date of Birth, address (including any previous addresses), marital status, National Insurance Number, nationality, next of kin (if applicable);
- Property address; term, rent, deposit, utility and service responsibilities;
- The employment status of tenants and/or guarantors, address, contact details (including email, phone numbers) of the employer/accountant, payroll numbers, length of employment, salary information (including any regular overtime or commission), and any other income received;
- Bank account details of the tenant, including account number and sort code, and any hire purchase/ loan agreements/credit cards or store cards that you have; and
- Any welfare benefits that you may be eligible for, or are currently on.
- Emails, texts, phone records and other communications
- Rent and other payments made to us

Why I/we need this information about you and how it will be used

I/ we need your information and will use your information:

- to undertake and perform our obligations and duties to you in accordance with the terms of our contract with you;

- to enable us to supply you with the services and information which you have requested;
- to help you to manage your tenancy;
- to analyse the information we collect so that we can administer, support and improve and develop our business and the services we offer;
- to contact you in order to send you details of any changes to our supplies which may affect you; and
- for all other purposes consistent with the proper performance of our operations and business.

Sharing data with others

The information you provide to me/us will be treated by me as confidential. I/we may disclose your information to other third parties who act for us for the purposes set out in this notice or for purposes approved by you, including the following:

- If I/we enter into a joint venture with or merged with a business entity, or if we sell the property your information may be disclosed to our new business partners or the new owners;
- If you are unable to make payments under your tenancy, your information may be disclosed to any relevant party assisting in the recovery of this debt or the tracing of you as a tenant;
- In the creation, renewal or termination of the tenancy, your information will be disclosed to the relevant local authority, tenancy deposit scheme administrator, service/utility provider, or any other relevant person or organisation in connection with this;
- Agents, Contractors, Surveyors and Tradespeople to enable us to fulfil our contract with you to repair and maintain the property;
- Our accountants, insurers, professional advisors;
- Courts police and law enforcement agencies, public and government bodies;

Unless required to do so by law, I/we will not otherwise share, sell or distribute any of the information you provide to me/ us without your consent.

Holding data outside the European Union

Our email account and web provider (if any) is UK based. I/We also backup and store contact details and calendars using Apple's iCloud service and other cloud backup services such as Google which are based in the US. The data is encrypted. See <https://www.apple.com/privacy/>. Our devices are configured not to share contact details with social media.

Length of storage of data

Data can only be stored on a time limited basis and not indefinitely. We will hold personal data about you for the duration of your tenancy and for seven years after your tenancy has ended. This is the statutory limitation period six years plus a further year to allow for service of proceedings should proceedings commence later. We are also required to retain information for up to six years after the end of the tax year for tax purposes. If your tenancy application does not go ahead then we retain data for one year.

Storage and security of data

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data to those employees, agents, contractors and other third parties who have a business need to

know. They will only process your personal data on our instructions and they are subject to a duty of confidentiality.

All our information is stored securely electronically on servers or devices. Certain information is also retained on a secure basis in hard copy format.

Your Rights

You have the right at any time to:

- ask for a copy of the information about you held by me/us in my records;
- require me/ us to correct any inaccuracies in your information;
- request that I/we restrict processing of your information
- make a request to me/ us to delete what personal data of yours I/ we hold; and
- object to receiving any marketing communications from me/ us.

If you would like to exercise any of your rights above please contact me/us email or post using the details given above.

Withdrawal of consent

Where your consent provides us with the legal gateway to process data about you you can withdraw this at any time by telling us by email or post using the details given above.

Should you wish to complain about the use of your information, I/ we would ask that you contact me/ us to resolve this matter in the first instance. You also have the right to complain to the Information Commissioner's Office in relation to my/ our use of your information. The Information Commissioner's contact details are noted below:

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

www.ico.org.uk

Last updated: Feb 2020