**PRIVACY NOTICE FOR TENANTS AND GUARANTORS**

**Name of Rental Business:Woodhampton Lettings Ltd**

**What this notice is about:**

This notice explains what information we collect, when we collect it and how we use it. During the course of our activities, we will process personal data (which may be held on paper, electronically, or otherwise) about you and 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 we will handle your information.

**Who are we?**

Simon and Laura Cropper of Woodhampton Lettings, Woodhampton End, Weather lane, Astley Burf, Stourport on Seven, DY13 0SF, (‘I’/’we’ or ‘me’/’us’) are the owners and landlords of the property and take the issue of security and data protection very seriously and strictly adhere to guidelines published in the General Protection Regulation (EU) 2016/679 which is applicable from the 25 May 2018, together with any domestic laws subsequently enacted.

Simon Cropper is notified as a Data Controller with the Office of the Information Commissioner under registration number: ZB200969. Simon Cropper is the Data Protection Officer and Data Controller of any personal data you provide to us.

Any questions relating to this notice and our privacy practices should be sent to: Woodhampton Lettings, Woodhampton End, Weather lane, Astley Burf, Stourport on Seven, DY13 0SF.

**How we collect information from you and what information we collect.**

**We may collect information about you from:**

* The tenant reservation form for the accommodation
* The guarantor application form
* A guarantor or tenant referencing company
* Banks
* Right to rent checks
* Worcester District Council e.g. your personal details notified regarding Council Tax liability
* Your university or college
* Websites, agencies or from online rental portals such as Sturents, Gumtree or Studentpad.
* Third parties and local residents
* Your single/joint tenants and guarantors, including contact details
* Utility providers e.g. electric and gas, including meter readings
* Notifications supplied by your broad band supplier, cable and satellite TV
* Rent records of payments due and received
* Documents you have received e.g. EPC, EICR, Fire Risk Assessment and Landlord Gas Safety Record
* Details of your repair or any other requests
* Records/details of complaints received from you
* Your inventory
* Details discussed and/or noted during a landlord/contractor visit/inspection
* Breaches of tenancy agreement including complaints about nuisance and third parties like the police
* Correspondence with others relating to enforcement e.g. with debt collection agencies or solicitors
* Your feedback on the tenancy and other details, e.g. forwarding addresses, at the end of the tenancy
* As necessary, information which is publicly available via search engines such as Google, Facebook and websites. This includes information about you, which you yourself make public.

**We collect the following information about you:**

* Prospective tenants and tenants signing an agreement: title and full name, email address, date of birth, home address (including address to send you agreements), telephone and mobile number(s), relationship to guarantor, current year group, course of study and name of university or college where you are studying and right to rent information/documents e.g. copy of passport photo pages or Biometric Residence Permit
* Guarantor: title and full name, date of birth, National Insurance number, marital status, telephone numbers, email address, current address (including any previous addresses and time at address), status of home occupation, mortgage details, guarantor employment status, occupation, period of employment, employer name and address, payroll number, gross annual salary and total annual income, details of the guarantor’s employer and/or accountant (including email, phone and fax numbers)
* Details supplied by a credit reference company to assess the suitability of the guarantor. This may include, for example, confirmation of no previous Individual Voluntary Arrangements (IVAs), County Court Judgments (CCJs), Bankruptcy or European/International equivalents, sufficient assets/income to support the tenancy, home ownership, residence and identity and a full credit history search
* Property address; term, rent, utility and service responsibilities
* Tenant health/disabilities
* Correspondence e.g. emails, texts and other communication from whatever source

**Why we need this information about you and how it will be used. We will use your information to:**

* Undertake and perform our obligations and duties to you in accordance with the terms of our contract with you
* Decide on the suitability and credit worthiness of a proposed tenant and guarantor
* Carry out due diligence on any prospective tenant and/or guarantor, including whether there is any money judgements against them or any history of bankruptcy or insolvency
* Deal with joint tenants and guarantors who are linked to the tenancy
* Check immigration status/right to rent
* Complete the tenancy agreement, including renewals
* Secure rental payments/performance of tenant obligations
* Collect rent, other monies and fees due
* Manage the tenancy and the property
* Keep paper and electronic records, including storage of emails, records of calls and other communications
* Arrange repairs, maintain the condition of the property and keep it in a safe condition
* Monitor the enforcement of tenant responsibilities
* Recover debts and other payments due
* Establish liability for Council Tax
* Inform the water company of the tenant’s details
* Arrange and pay, if applicable, for utilities and other services
* Process complaints
* Provide information to public and local authorities who are legally entitled to this information
* Contact next of kin etc., in an emergency
* Ensure compliance with legal and regulatory requirements
* Establish defence of legal rights
* Prevent, detect and investigate crime and antisocial behaviour
* Supply you with the services and information which you have requested
* Help you to manage your tenancy
* Analyse the information we collect so that we can administer, support and improve and develop our business and the services we offer
* Contact you in order to send you reminders and details of any changes to our suppliers which may affect you
* Carry out other purposes consistent with the proper performance of our operations and business
* Inform contractors, tradespeople, suppliers, utility and service providers
* Supply references to the tenant’s prospective future landlords/agencies
* Correspond with an ex-tenant if belongings are left behind, mail and products are received at the property or for any other issues arising after the tenancy ends
* Use your end of tenancy feedback information as part of our future publicity e.g. on our website. We never publish tenant names

**Sharing of your information**

The information you provide to us will be treated by us as confidential, however 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 we enter into a joint venture with or merge with a business entity, your information may be disclosed to our new business partners or owners
* To carry out due diligence on you as a prospective tenant/guarantor, including but not limited to the carrying out of affordability checks, due diligence checks and the obtaining of references from relevant parties, whose data you have provided
* In order to determine if there are any money judgements against you as the prospective tenant/guarantor, or to determine if you have a history of bankruptcy or insolvency
* 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 or guarantor
* In the creation, renewal or termination of the tenancy, service/utility provider or any other relevant person or organisation in connection with this
* Contractors, tradespeople, suppliers, utility and service providers
* Prospective purchaser of the property, solicitors, estate agents, if we are selling
* Prospective tenant of the property
* We may need to share information with your next of kin etc., e.g. in an emergency
* References for an existing, previous or prospective future landlord or a former or present employer
* Your information may be disclosed to any regulatory bodies such as local authorities, public and government bodies, any ombudsman or redress scheme or accreditation or similar scheme of which the landlord is a member in connection with their regulatory functions
* Courts (including Tribunals) to comply with legal obligations and for the administration of justice
* Police or other law enforcement agencies
* Website host/provider/cloud storage providers such as iCloud, Google, Hotmail or Microsoft for email or file hosting
* Banks or other financial organisations, particularly where the property is subject to a mortgage
* Letting and managing agents
* Joint tenants/guarantors and local residents
* A taxation authority such as HM Revenue and Customs or local authority in respect of Council Tax and other regulatory functions
* We also may share information about you with professional advisers such as lawyers, accountants, solicitors or an advice agency. In some cases, we may be under a legal obligation to provide information either because of the law or because of a contractual obligation binding on us.

**Retaining communications**

We will monitor, record and retain your calls, emails, text messages, social media messages and other communications. This is in our legitimate interests to maintain an accurate record of these. This may be necessary to manage your tenancy or the property or to deal with your application for a tenancy or to deal with tenants or prospective tenants, guarantors or prospective guarantors. We need these records for our ongoing dealings with you, including our data protection obligations.

**Length of storage of data**

We review our data retention periods regularly and will only hold your personal data for as long as is necessary for the relevant activity, or as required by law (we may be legally required to hold some types of information), or as set out in any relevant contract we have with you. 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 for tax purposes. If your tenancy application does not go ahead then we retain data for one year.

**Storage and security of data**

When you give us information, we take steps to make sure your personal information is kept secure and safe. In addition, we limit access to your personal data to those contractors and other third parties who have a business need to know. They will only process your personal data on our or your 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.

**Holding data outside the UK**

Our email accounts are web based. Providers store related data internationally and not necessarily within the UK or Europe. The recipient of this data is the provider concerned. Your personal data is also stored in iCloud and the location of the servers may be outside the EU.

**Your rights**

You have the right at any time to:

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

If you would like to exercise any of your rights above, please contact me at: woodhamptonlettings@gmail.com

Should you wish to complain about the use of your information, we would ask you contact 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 our use of your information. The Information Commissioner’s contact details are:

Information Commissioner's Office

Wycliffe House, Water Lane

Wilmslow, Cheshire, SK9 5AF

Telephone: 0303 123 1113

Email: [casework@ico.org.uk](mailto:casework@ico.org.uk)

The accuracy of your information is important to us. Please help us keep our records updated by informing us of any changes to your email address and other contact details.