

London Tenant Services Ltd

Customer Privacy Notice

This privacy notice tells you what to expect us to do with your personal information.

Contact details

Email: support@londontenantservices.com

What information we collect, use, and why

We collect or use the following personal information to **provide and improve products and services for clients**:

- Names
- Contact details
- Addresses

Lawful bases and data protection rights

Under UK data protection law, we must have a “lawful basis” for collecting and using your personal information. There is a list of possible lawful bases in the UK GDPR. You can find out more about lawful bases on the ICO’s website.

Which lawful basis we rely on may affect your data protection rights which are in brief set out below. You can find out more about your data protection rights and the exemptions which may apply on the ICO’s website:

- **Your right of access** - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for. [You can read more about this right here.](#)
- **Your right to rectification** - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete. [You can read more about this right here.](#)
- **Your right to erasure** - You have the right to ask us to delete your personal information. [You can read more about this right here.](#)
- **Your right to restriction of processing** - You have the right to ask us to limit how we can use your personal information. [You can read more about this right here.](#)
- **Your right to object to processing** - You have the right to object to the processing of your personal data. [You can read more about this right here.](#)
- **Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you. [You can read more about this right here.](#)
- **Your right to withdraw consent** – When we use consent as our lawful basis you have the right to withdraw your consent at any time. [You can read more about this right here.](#)

If you make a request, we must respond to you without undue delay and in any event within one month.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

Our lawful bases for the collection and use of your data

Our lawful bases for collecting or using personal information to **provide and improve products and services for clients** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Legitimate interests – we're collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are that the following three types of personal information is collected for the below legitimate interests:
 1. Names
This is required to communicate with the customer.
 2. Contact Details
This is required to communicate with the customer.
 3. Address
This is required for London Tenant Services (LTS) to conduct the RRO eligibility assessment for the customer.

Where we get personal information from

- Directly from you
- Third-party data consumer providers

How long we keep information

For information on how long we keep personal information, see our retention schedule further below.

Who we share information with

Others we share personal information with:

- Third parties:
 - DocuSign to enable authentic electronic signatures on the contract between the customer and London Tenant Services

How to complain



If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>

Last updated

04 January 2025

Retention Schedule

Personal Information	Retention Period and Trigger	Retained By	Citation / Rationale	Final Action	Records Category
Names	Conclusion of Customer Agreement + 6 years *	London Tenant Services	Legitimate Interest	Review or Destroy	Electronic
Contact Details	As above	As above	As above	As above	As above
Address	As above	As above	As above	As above	As above

** Prior to London Tenant Services receiving any personal information from a customer, a customer signs an agreement. A customer can contact London Tenant Services:*

- to remove all personal information currently received by them (prior or irrespective of any customer agreement being signed);*
- to not send any information from London Tenant Services in the future; and / or*
- to be directed to the corresponding third-party data consumer provider to be removed from their database.*