



LANDLORDS PRIVACY NOTICE AS AT MARCH 2024

This notice explains what information we collect, when we collect it and how we use this. 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?

Avon Lettings at 2 Avon Cottages, Church Street, Durrington, Wiltshire, SP4 8AN take the issue of security and data protection very seriously and strictly adhere to guidelines published in the General Data Protection Regulation (EU) 2016/679 which is applicable from the 25th May 2018, together with any domestic laws subsequently enacted.

Avon Lettings are notified as a Data Controller with the Office of the Information Commissioner under registration number ZA039333 and we are the data controller of any personal data that you provide to us.

Our Data Protection Officer is Kelli Bales-Smith, 01980 551256, info@avon-lettings.co.uk. Any questions relating to this notice and our privacy practices should be sent to the Data Protection Office above.

What information do we collect about you:

Avon Lettings collect information about you using our Landlords Questionnaire form and via any email/phone communication regarding your property.

Where we have taken over management of a property during the course of a Tenancy, the information collected will be transferred from the respective agent and will likely to be limited to the Tenancy information, relevant certificates (e.g. Gas/Electrical) and some relevant maintenance records.

Why we need this information about you and how it will be used and shared:

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 suppliers which may affect you; and

- for all other purposes consistent with the proper performance of our operations and business.

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;
- In the creation, renewal or termination of the tenancy, your information will be disclosed to the relevant local authority, service/utility provider, freeholder or any other relevant person or organisation in connection with this.

Unless required to do so by law, we will not otherwise share, sell or distribute any of the information you provide to us without your consent. We will not share your information with anyone for marketing purposes.

In order to proceed with the management of a property, Avon Lettings first need to ascertain certain details in order to:

- Accurately advertise your property
- Inform tenants of relevant details about the property
- Ensure the legal obligations are met (e.g. EPC, Gas Safety Service and Certificate, Mortgage Company, Insurance details etc)
- Create the relevant Tenancy documents (We will need to use your Full Names)
- Inform the relevant utility companies and local council
- Make rental payments (using the bank details provided on your questionnaire)
- Complete any necessary Non Resident Landlord returns on your behalf (if overseas)

Upon commencement of any Tenancy Agreement, the incoming tenants will be provided with the relevant details about yourself, as a Landlord, as required in the Tenancy Agreement and this includes Full Names and Contact Information (Contact Information is for 'Tenant Find Landlords' only). No other information is shared with the Tenant.

We use a Client Accounting software (Payprop) to hold all Landlord rental payment information and Landlord contact details. For PayProp to provide these services, they will use your personal data provided by us under contract solely for the purpose of enabling us to provide you with enhanced services. As a data processor, PayProp will not use or disclose to any unauthorised third party any of your personal data that we, as the data controller, have transferred to them. A copy of Payprop's Privacy Notice can be found on their website.

Upon handover of a property back to a Landlord, we will advise all the relevant utility companies and the local council.

Upon handover of a property to another agent, we will, with your specific instruction/consent, provide them with all the relevant Tenancy documents.

You should also be aware that we may be required to share your personal information to a government/public authority/solicitor/courts/law officials upon request for legal reasons in compliance with the law or to protect our legitimate interests.

Lawful basis of processing:

Avon Lettings processes your information using the following:

- **Consent:** Where consent is required to process your information, we will seek this in a clear 'opt in/out' format.
- **Performance of a contract (Tenancy Agreement):** In order for you to enter into a contract, we need to process your information as part of this contract. **This is the lawful basis applied to the processing of the information supplied within your Landlord Questionnaire in order to proceed and comply with your Tenancy Agreement.**
- **Legal obligation:** Where the processing is necessary in order for Avon Lettings to comply with the Law. **This is the lawful basis applied to the provision of your name and forwarding address to any relevant utility companies/local councils.**
- **Legitimate Interests:** Where information is processed as part of Avon Lettings legitimate interests such as website analytics, updating customers details, risk assessments and due diligence.

Retention periods:

All Landlord information is stored throughout the duration of the management of a property and for a period of up to 12 months upon termination of any agreement with Avon Lettings with the exception of any relevant and necessary information required to be held for legal/accounting reasons (such as the Tenancy Agreement/Termination Notices/ Landlord Rental Statements) which are normally retained for a period of 6 years upon termination of the Tenancy Agreement.

To discuss our retention periods in more detail, please contact our nominated Data Protection Point of Contact whose details are supplied in this Privacy Notice.

Data Security/How is your information stored:

Avon Lettings follow strict security processes to ensure that any information we hold is not lost/destroyed or disclosed to a third party without your knowledge and/or permission.

The information we hold is stored in secure facilities within our office (hard copies) and on our computers.

For all our electronic documents, we use Microsoft Online Sharepoint to store all our information and Payprop for all our rental payment information. A copy of Payprop's Privacy Notice can be found on their website.

Is data transferred outside the EU?

We do not store or transfer any data outside of the EU.

Website:

Website usage information is collected using google analytics and cookies.

Google Analytics is used to track user activity on our site and is anonymous. Google analytics uses 'cookies' (see below). This can be disabled by using the following link:
<https://tools.google.com/dlpage/gaoptout?hl=en>

Cookies/URLs: Cookies are text files placed on your computer to collect standard internet log information and visitor behavior information, this information is used to track visitor use of the website and to compile statistical reports on website activity. You can choose to set your browser not to accept cookies. You can read more about cookies at www.allaboutcookies.org Please note that if you do disable cookies, you may not be able to access some of the website features.

Examples of types of information we collect from these tools are:

- Technical information such as IP address and browser types.
- Usage information from your visit such as URLs, pages you viewed and length of visits.

Data collection for the purposes of advertising and re-marketing has been disabled.

The information generated may be transmitted to and stored by Google on servers outside of the EU.

Data stored on Google Analytics is retained for a period of 14 months.

We do not collect any other information about you unless you share it with us via the contact form on our website.

Our website contains links to other websites. Our privacy policy only applies to Avon Lettings website and you should therefore also refer to any other website or third parties own privacy policies.

Data Access Requests:

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 us to correct any inaccuracies in your information;
- make a request to us to delete what personal data of yours I/ we hold (subject to any legal obligations we may have to retain certain data);
- object to receiving any marketing communications from me/ us.

If you would like to exercise any of your rights above please contact our nominated Data Protection Point of Contact whose details are supplied in this Privacy Notice.

We ask that you notify us of any changes to your contact details as soon as possible so that we can ensure our records are kept up to date and accurate.

Where you have provided consent, you have the right to withdraw your consent at any time.

All requests should be sent to info@avon-lettings.co.uk.

Your responsibilities:

Where we provide you with Tenant information, you have a responsibility to ensure you process and store this data in compliance with The Data Protection 1998 and the General Data Protection Regulations (GDPR).

As a Landlord, you should review the data you hold and assess whether you need to register with the ICO. You can contact their helpline (and select the Registration Queries Option) for further information or use the link below which has a self-assessment tool to help inform whether you need to register.

<https://ico.org.uk/for-organisations/register/>

Changes to this Privacy Policy:

We will keep this policy under review and will place any updates on our website.

How to contact us/submit a complaint:

Should you wish to complain about the use of your information, we would ask that 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 noted below:

For further information on how your information is used, how we maintain the security of your data, your rights to access information we hold about you or to submit a complaint please contact us:

By Email: info@avon-lettings.co.uk

By phone: 01980 551256

By post: Avon Lettings, 2 Avon Cottages, Church Street, Durrington, Salisbury, Wiltshire, SP4 8AN

If you remain unsatisfied with the way in which Avon Lettings have handled your data or dealt with your request/complaint then you have the right to raise this further with the Information

Commissioner's Office:

England:

Information Commissioner's Office

Wycliffe House, Water Lane

Wilmslow, Cheshire, SK9 5AF

Telephone: 0303 123 1113

Email: casework@ico.org.uk

Avon Lettings is a member of a redress scheme provided by The Property Ombudsman and subscribe to their Code of Practice for Letting Agents www.tpos.co.uk

Avon Lettings is a member of a Client Money Protection Scheme and redress scheme (Property Redress Scheme www.theprs.co.uk) through UKALA. If you would like to discuss this in more detail please contact a member of our team.

