



LANDLORDS PRIVACY NOTICE AS AT MAY 2019

This privacy policy explains how we use any personal information we collect about you when you complete and return our Landlords Questionnaire.

Avon Lettings is registered as the 'Data Controller' of your information under The Data Protection Act 1998. Registration Number: ZA039333.

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.

How information about you will be used/shared:

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)
- Create the relevant Tenancy documents (We will need to use your Full Names, Address, Contact Number and Mortgage Company details)
- 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, Contact Information (for Tenant Find Landlords only) and Mortgage Company. No other information is shared with the tenant.

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.

We will not share your information with anyone for marketing purposes.

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.
- 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. **This is the lawful basis applied to the provision of your name and forwarding address to any relevant utility companies/local councils.**

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 Statements) which are normally retained for a period of 6 years upon termination of the Tenancy Agreement.

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 and on our computers.

We use a Microsoft Online Sharepoint to store all our information.

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 their own privacy policies.

Data Access Requests:

You have a right to request a copy of the information that we hold about you at any time.

You have the right to request data is updated if you believe any of it to be inaccurate. 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.

You also have the right to request your data to be restricted or deleted (subject to any legal obligations we may have to retain certain data).

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:

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:

www.ico.ork.uk

By phone: 0303 123 1113

By Post: Information Commissioners Office, Wydcliffe House, Wilmslow, Cheshire, SK9 5AF

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 through UKALA. If you would like to discuss this in more detail please contact a member of our team.



Avon Lettings Ltd Registered in England and Wales No. 8829678
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