



TENANTS 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 Tenancy Application Form and for all Tenants.

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 Tenancy Application form and by requesting information using the information provided within the application form from our credit reference agency, your employer and your current/previous landlords. We also collect information from you via email/phone communication where relevant, regarding your application.

Where we have taken over management of a property during the course of a tenancy, the information we collect will be transferred from the respective agent and will likely be limited to standard Tenancy Information and contact details.

How information about you will be used/shared:

In order to proceed with a Tenancy, Avon Lettings first need to carry out credit checks, employment references and tenant references for the purpose of assessing your application for our service.

We will therefore need to share your information with our Credit Reference Agency. We use the National Landlords Association (NLA) credit checking system and the following information is required:

- Title and Full Names
- Gender
- Date of Birth
- National Insurance (NI) Number
- Current and Previous Address including length of time
- Contact telephone number

We will use the email address provided to contact your current employer/Accountant and will provide them with your name and staff number (if applicable) in order for them to complete our employment reference form which asks for the following details:

- Confirmation of employment
- Employment Status
- Confirmation of Salary / Copy of last end of Year Accounts or Self Assessment (where self employed)

We will use the email address provided to contact your current/previous Landlord/Agent and will provide them with your name and current/previous address (if applicable) in order for them to complete our employment reference form which asks for the following details:

- Property Address
- Tenancy Duration
- Rental Amount
- Rent paid on time
- Rent arrears (if applicable)
- Condition of property
- Recommendation as Tenant(s)

We will need to see original copies of your Passport ID and may possibly request additional documentation in order for us to carry out the 'Right to Rent Check' in line with current legislation.

We use the Deposit Protection Service (DPS) to register your deposit and are required to provide them with the following information:

- Full names
- Contact information (Phone number and email address)
- Start date of Tenancy
- Tenancy length
- Deposit amount
- Property details the deposit is held against.

We use your full names on all Tenancy related documents such as the Tenancy Agreement and Possession Notice.

Upon request by the Landlord, we may share your application and tenancy details with them for their Insurance/Mortgage companies in order for them to make decisions. Where we only carry out a 'Tenant Find' for a property and the Landlord manages the property themselves, all the Tenancy information including your tenant application form may be passed across to the Landlord.

During the course of your tenancy we will pass on your contact number to our tradesman in order for them to contact you to arrange access for any works required.

We also use your contact information to compile our own in house business/contact directory.

Upon termination of the tenancy we will provide contact information including forwarding address to the landlord (if necessary), utility companies and the local council and if necessary for any tracing/debt collection purposes.

Should another Letting Agent take over management of a property during the Tenancy, we will write to inform you and let you know what information we are required to pass across to them.

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 or use your information for marketing purposes.

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. **For example, we will ask for your consent prior to providing any outgoing references.**
- **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 majority of the information supplied within your Tenancy Application Form (unless otherwise stated) 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 carrying out the Right to Rent checks, registering your Deposit, Gas Safety Services as well as any other legal requests made to us.**
- Legitimate Interests: Where information is processed as part of Avon Lettings legitimate interests such as website analytics, risk assessments and due diligence. **For example, this is the basis used should we need to contact your next of kin details supplied within your Tenancy Application.**

Where your information is shared with other companies as listed above (e.g. for credit checks or contractors), we will, to the best of our means and ability, ensure they are aware of their obligations in ensuring compliance with the GDPR.

Outgoing References:

Upon termination of any tenancy agreement, tenants will be provided with an outgoing tenant reference approval form which they can choose to opt in or out of. Avon Lettings will not provide any references without consent from the outgoing tenant. The form can also be found on our website and can be completed and returned to Avon Lettings at any time. You can choose to withdraw your consent at any time, at which point, we will cease to provide any further references for you.

Retention periods:

If your application is successful and you proceed to a Tenancy, then all tenant information is stored throughout the duration of the tenancy and for a period of up to 3 months upon termination of the tenancy with the exception of any relevant and necessary information required to be held for legal reasons (such as the Tenancy Agreement/Termination Notices/Deposit Prescribed Information/ Deposit Registration Certificates) which are normally retained for a period of 6 years upon termination of the Tenancy Agreement.

If your application is unsuccessful and we do not proceed to a Tenancy, then your application form and any other information we hold about you will normally be retained for a period of up to 3 months should there be any need to refer back during this period.

To discuss our retention periods in more detail, please contact our nominated Data Protection Point of Contact whose details are supplied at the end of 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 and on our computers.

We use Microsoft Online Sharepoint to store all our information.

Is data transferred outside the EU?

Avon Lettings 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 (e.g. consent for us to provide outgoing references), you have the right to withdraw your consent at any time.

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

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.

