



Tenant and Applicant Privacy Notice

This notice explains what information we collect, why 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 prospective tenants, applicants, current tenants, former tenants and relevant guarantors, 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.

ST Properties is committed to protecting and processing your personal data in accordance with the UK General Data Protection Regulations and the Data Protection Act 2018. For the purpose of the legislation, ST Properties is the Data Controller. The person responsible for data protection is Susie Copeland who can be contacted at ST Properties, 63 James Street, Stoke-on-Trent, ST4 5HR or info@st-properties.co.uk.

Information we collect

We collect and hold personal data for the purpose of assessing tenancy applications, managing properties, and administering tenancy agreements. Depending on your stage of application or tenancy, information may include (but is not limited to):

- Full name, date of birth and contact details
- Previous address history
- Employment and/or benefit information
- Financial status and income verification
- Right to rent documentation
- Identification documents such as passport or driving licence
- Credit and referencing information
- Guarantor details (where required)
- Maintenance requests, correspondence and tenancy-related communications

Where a guarantor is required, we will collect guarantor information to assess suitability and enable legal responsibility for unpaid rent or damages, and such data is processed in the same way as tenant data.

Lawful basis of processing

We process applicant and tenant information under the following lawful bases as defined within UK GDPR:

- Article 6(1)(b) – processing necessary for the performance or entry into a tenancy contract
- Article 6(1)(c) – compliance with legal obligations (e.g. right-to-rent checks, local licensing compliance)
- Article 6(1)(f) – our legitimate interests in assessing suitability, preventing fraud, and managing tenancies

We do not rely on consent to process information for tenancy assessment, referencing or legal compliance. Consent is only requested where optional communications such as receiving property updates or future marketing information are offered.

Sharing of information

Your information may be shared when necessary for tenancy processing, legal compliance or property management. This includes sharing with:

- Referencing and credit-check agencies
- Local authorities and council tax departments
- Deposit scheme providers
- Maintenance contractors
- Property landlords (where we act as agent)
- Legal advisers or debt-recovery providers

All organisations we share data with are required to handle your information securely and lawfully. We do not sell personal information under any circumstances.

Storage and security

All applicant and tenancy-related data is stored securely within encrypted and password-protected digital systems. Access is restricted to authorised persons only. Paper-based documents are scanned and disposed of via secure destruction processes once digitised.

Personal data is stored within the UK or by providers operating under UK GDPR compliance rules, even where servers are outside the UK.

Retention periods

Personal data is retained only for as long as necessary for the purposes collected.

Typical retention periods include:

- Successful applicants – for up to 7 years after tenancy ends (legal limitation period)
- Unsuccessful applicants – typically up to 12 months
- Right-to-rent documentation – minimum 12 months after tenancy end
- Records relating to disputes – retained while outstanding

Your rights

You have rights relating to your personal data. These include:

- Right of access
- Right to rectification
- Right to erasure (where lawful basis is consent)
- Right to restrict processing
- Right to object
- Right to data portability (where processing relates to contract)

If you wish to exercise your rights, please contact Susie Copeland at the above address or via email.

Withdrawal of consent

Where you have provided consent for optional communications, you may withdraw this at any time by email or in writing. Withdrawal does not affect lawful processing based on contract or legal requirements.

How to complain

If you are unhappy about how your data has been handled, you may contact the Information Commissioner's Office (ICO):

ICO Website: ico.org.uk

Telephone: 0303 123 1113

Address: Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF