



## Privacy Policy

JCK Lettings takes your privacy seriously. We are committed to protecting your personal information. This policy sets out how JCK Lettings uses the information that you provide us with.

### Your personal information

We will treat your personal details with care. We will not sell your data to any third parties, but we may sometimes share your information with trusted service providers (eg. Water provider for the house).

We do not carry out marketing activities and will not send you marketing emails or post.

### Your Information – what we collect and how we use it

JCK Lettings collects information from tenants in several ways. This includes but is not limited to information such as your name, address, date of birth and guarantor contact information. We use the information you provide us with to record your details as a tenant on our tenant management system, create tenancy agreements, create direct debits and carry out credit assessments. We are legally obliged to carry out right to rent checks and we store copies of your documents securely for the whole of the tenancy period and one year after. We may contact you for administrative purposes, for example, to contact you regarding a payment or to arrange a monthly visit. We hold the minimum personal information and only the landlords and administrators have access to records held.

### What the Law says about protection of personal information

The Law on Data Protection is derived from various pieces of legislation. These include the General Data Protection Regulation (GDPR) which came into force in May 2018. The GDPR states that personal data (information relating to a person that can be individually identified) can only be processed if there is a legal ground to do so.

Activities such as collecting, storing and using personal information would fall into the GDPR's definition of processing. The GDPR provides six legal reasons under which personal information can be processed or used in a lawful way. For the processing to be permitted by law, at least one of the legal grounds must apply.

The four legal grounds that are most relevant to JCK Lettings' use of your personal information are:

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#### Service Address:

32 Plainwood Close,  
Chichester,  
West Sussex, PO19 5YB

#### Contact:

Chris King: 07834 484 822  
Rachel King: 07738 852 612

Email: [admin@jcklettings.com](mailto:admin@jcklettings.com)



- Contract
- Legal Obligation
- Vital Interest
- Legitimate Interest

## How the law applies to JCK Lettings' use of personal information

JCK Lettings will only process or use your personal information if we have:

- a contract with you that we can only fulfil by using your personal information so that we may perform our part of the contract.
- a legal obligation to use or disclose information about you, for example we are required by law to keep right to rent documents for all the time you are a tenant and then for one year after that.
- A legitimate interest, we will provide utility providers and the local authority with details of tenants, including a forwarding address for past tenants so that they can issue the final bill. In cases where an arrears of rent occurs, we will disclose relevant information to the debt management company to help recover money owed, to other tenants covered in the agreement and the guarantor.
- in extreme situations, such as an accident or medical emergency, we may share your personal details with the emergency services if it is essential for the preservation of life (yours or another persons') for us to do so. This is the 'vital interest' ground for using your personal information. After the emergency, we will always try to inform you about how we had to use your information in that extreme situation.

## Changes to your data

From time to time we may contact you to ensure that the information you have provided us with remains accurate and up to date.

## Disclosure

We comply with requests for the disclosure of personal information where this is required or permitted by law. This could include requests from law enforcement or tax agencies.

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