

GDPR PRIVACY NOTICE

For Tenants of Residential Properties

Date of Issue: [DATE]

Version: 1.2 (April 2025)

INTRODUCTION

This Privacy Notice explains how [LANDLORD/AGENT NAME] ("we", "our", or "us") collects, uses, shares, and protects personal information in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

As your landlord/agent, we need to process certain personal data to manage your tenancy effectively. This notice informs you about your privacy rights and how the law protects you.

1. DATA CONTROLLER DETAILS

Data Controller: [LANDLORD/COMPANY NAME]

Address: [ADDRESS]

Telephone: [TELEPHONE]

Email: [EMAIL]

ICO Registration Number (if applicable): [NUMBER]

If your tenancy is managed by a letting agent, they may also act as a data controller:

Letting Agent: [AGENT NAME]

Address: [ADDRESS]

Telephone: [TELEPHONE]

Email: [EMAIL]

ICO Registration Number: [NUMBER]

2. PERSONAL DATA WE COLLECT

We may collect, use, store and transfer different kinds of personal data about you, including:

Identity Data

- Full name
- Date of birth
- National Insurance number
- Nationality
- Copies of identification documents (passport, driving license)
- Immigration status documents
- Photographs (for identification purposes)

Contact Data

- Home address
- Email address
- Telephone numbers
- Emergency contact details

Financial Data

- Bank account details
- Income details
- Employment information
- Credit history/credit score
- Benefit entitlement information
- Rent payment records

Tenancy Data

- Rental history/references
- Previous landlord references
- Details of household members
- Pet information
- Tenancy agreement details
- Correspondence about your tenancy
- Maintenance and repair requests

Special Category Data

In limited circumstances, we may collect special category data such as:

- Health information (where relevant to your tenancy)
- Disability information (for making reasonable adjustments)

Technical Data (if using online portals)

- Login data
 - Browser type
 - Device information
 - IP address
 - Usage data for our portal/website
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3. HOW WE COLLECT YOUR DATA

We collect your personal data through various means:

- **Direct interactions:** Information provided in application forms, tenancy agreements, correspondence, phone calls, emails, or in-person meetings
 - **Third parties:** Previous landlords, employers, character referees, credit reference agencies, guarantors, local authorities
 - **Automated technologies:** Through cookies and similar technologies if you use our website/tenant portal
 - **Public sources:** Electoral register, court records, insolvency registers
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4. HOW WE USE YOUR PERSONAL DATA

We will only use your personal data when the law allows us to. Most commonly, we will use your personal data in the following circumstances:

Contractual Necessity

- To process your tenancy application
- To set up and manage your tenancy agreement
- To manage rent collection and arrears
- To arrange property repairs and maintenance
- To comply with our obligations in the tenancy agreement

Legal Obligations

- To verify your right to rent in the UK

- To comply with housing and safety regulations
- To process housing benefit claims (if applicable)
- To comply with court orders
- For tax purposes

Legitimate Interests

- To communicate with you about your tenancy
- To protect our property
- To recover debts
- To prevent fraud
- To maintain our records

Consent

- To use your photograph on file (if provided)
 - To process any special category data
 - To contact your emergency contacts
 - To share your details with utility providers (where not covered by legitimate interest)
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5. DATA SHARING

We may share your personal data with:

Service Providers

- Letting agents
- Property management software providers
- Maintenance contractors
- Utility companies
- Insurance providers
- Legal advisors

Regulatory Bodies

- Local authorities
- Deposit protection schemes
- HM Revenue & Customs
- Law enforcement agencies
- Courts and tribunals

Other Parties

- Mortgage lenders
- Future landlords (for references)
- Guarantors (limited to information related to tenancy breaches)
- New owners if the property is sold

Safeguards

When we share data, we ensure appropriate safeguards are in place to protect your information.

6. DATA SECURITY

We have implemented appropriate security measures to prevent your personal data from being accidentally lost, used, or accessed in an unauthorized way, altered, or disclosed. These include:

- Physical security measures for paper records
- Password protection and encryption for digital records
- Access limitations to those who need the information
- Regular security assessments
- Staff training on data protection

We have procedures to deal with any suspected personal data breach and will notify you and the Information Commissioner's Office (ICO) of a breach where we are legally required to do so.

7. DATA RETENTION

We will only retain your personal data for as long as necessary to fulfill the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

For tenancy-related information, we typically retain data for the following periods:

- **Unsuccessful applications:** 12 months after the application decision
 - **Tenancy agreements and records:** 6 years after the end of the tenancy
 - **Financial records:** 7 years (as required by tax legislation)
 - **Deposit protection information:** 6 years after deposit return
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8. YOUR LEGAL RIGHTS

Under UK data protection laws, you have the following rights:

- **Right to be informed** - To know how we use your data (purpose of this notice)

- **Right of access** - To obtain a copy of your personal data (subject access request)
- **Right to rectification** - To correct inaccurate or incomplete data
- **Right to erasure** - To request deletion of your data in certain circumstances
- **Right to restrict processing** - To request we stop processing your data
- **Right to data portability** - To request transfer of your data
- **Right to object** - To object to processing based on legitimate interests
- **Rights related to automated decision-making** - To contest any automated decisions

To exercise any of these rights, please contact us using the details provided above. There is no fee for making a request, but we may charge a reasonable fee if your request is clearly unfounded, repetitive, or excessive.

We aim to respond to all legitimate requests within one month. Occasionally it may take us longer if your request is particularly complex. In this case, we will notify you and keep you updated.

9. AUTOMATED DECISION-MAKING

As part of our tenant application process, we may use automated decision-making, including profiling. This may include:

- Credit scoring through credit reference agencies
- Right to Rent status checks
- Affordability assessments

If you are subject to a decision based solely on automated processing, you have the right to:

- Request human intervention
 - Express your point of view
 - Contest the decision
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10. CHANGES TO THIS PRIVACY NOTICE

We may update this privacy notice from time to time. The latest version will always be available upon request, and we will notify you of any significant changes.

11. COMPLAINTS

If you have any concerns about how we handle your personal data, please contact us first so we can address your concerns.

If you remain unsatisfied, you have the right to complain to the Information Commissioner's Office (ICO):

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline: 0303 123 1113

Website: www.ico.org.uk

12. ACKNOWLEDGMENT

I/We acknowledge receipt of this GDPR Privacy Notice and understand how my/our personal data will be used during and after my/our tenancy.

Tenant(s) Signature(s):

Signed: _____ Date: _____

Print Name: _____

Signed: _____ Date: _____

Print Name: _____

Landlord/Agent Signature:

Signed: _____ Date: _____

Print Name: _____