

PlusLets Ltd Data Privacy Policy

This notice explains what information PlusLets collects, when we collect it and how we use this. During the course of our activities, we will process personal data (which may be held on paper, electronically, or otherwise) about you 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 PlusLets will handle your information.

PlusLets Ltd Letting Agency takes the issue of security and data protection very seriously and strictly adheres to guidelines published in the General Data Protection Regulation (EU) 2016/679 (known as GDPR) which is applicable from the 25th May 2018, together with any domestic laws subsequently enacted. PlusLets is registered as a Data Controller with the Office of the Information Commissioner under registration number **ZA130474** and is the data controller of any personal data that you provide to us.

Our Data Protection Officer is Paul Sumner (Director)

Any questions relating to this notice and our privacy practices should be emailed to Paul Sumner via paul@pluslets.com in the first instance. Please make reference to GDPR in the subject title.

How PlusLets collects information from you and what information is collected

We collect information about you:

- From your application for accommodation.
- If you are a Guarantor for a person applying for accommodation.
- If you are a Landlord whose property we are marketing or managing.
- If you are a contractor working on behalf of PlusLets.

We may collect any or all of the following information:-

- Tenants: name, e-mail address, telephone number, Date of Birth, address (including any previous addresses over the last three years), gender, marital status, nationality, next of kin, name of university or college where you are studying (if applicable), the name of friends that you are staying with (if applicable), current Landlord name and contact details; a copy of your current passport photo page, EEA national identity card or any other documentation to prove your "Right to Rent" in the UK.

- Guarantor: name, e-mail address, telephone number, Date of Birth, address (including any previous addresses).
- The employment status of Tenants and/or Guarantors, address, contact details (including email, phone and fax numbers) of the employer/accountant, payroll numbers, length of employment, salary information (including any regular overtime or commission), and any other income received;
- Bank account details of the Tenant, including account number and sort code,
- Any welfare benefits that a Tenant or Guarantor may be eligible for or are currently on.
- Landlords: name, e-mail address; telephone number; residential address; date of birth; gender; marital status; passport or similar as proof of identification; bank account details including account number and sort code; specific information on the property to be let.
- Contractors: key contacts names; email addresses; business name and address; telephone numbers; company insurance details; bank details including account number and sort code.

Why We need this information about you and how it will be used

We need your information and will use your information:

- to undertake and perform our contractual obligations with the Landlord.
- to undertake and perform our obligations and duties to Tenants.
- to enable us to supply the services and information which have been requested;
- to help to manage tenancies;
- to carry out due diligence on any prospective tenant, including whether there are any money judgements against them, or any history of bankruptcy or insolvency;
- for all other purposes consistent with the proper performance of our operations and business.

Sharing of Your Information

The information you provide to PlusLets will be treated confidentially, and will only be processed by approved third parties, acting on our behalf, within the UK/EEA. An up to date list of these companies is given on the GDPR page of our website (www.pluslets.com). We may disclose your information to other third parties who act for us for the purposes set out in this notice or for purposes approved by you, including the following:

- The Landlord of the property a Tenant is applying for;
- If we enter into a joint venture with or merged with a business entity, your information may be disclosed to our new business partners or owners;
- To carry out due diligence on a prospective tenant/ guarantor, including but not limited to the carrying out of affordability checks, due diligence checks and the obtaining of references from relevant parties, whose data you have provided;
- If you request so, your information shall be disclosed in order to determine if there are any money judgements against you, as the prospective tenant/guarantor, or to determine if they have a history of bankruptcy or insolvency;
- If you are unable to make payments under your tenancy, your information may be disclosed to any relevant party assisting in the recovery of this debt or the tracing of you as a tenant; and
- In the creation, renewal or termination of the tenancy, a Tenant's information will be disclosed to the relevant local authority, tenancy deposit scheme administrator, service/utility provider, freeholder, factor, facilities manager or any other relevant person or organisation in connection with this.

Unless required to do so by law, we will not otherwise share, sell or distribute any of the information you provide to us without your consent.

Transfers outside the UK and Europe

Your information will only be stored within the UK and EEA.

Security

PlusLets takes the appropriate steps to ensure that your personal information is held securely and safely.

How long we will keep your information

PlusLets will only hold your personal data for the period of time necessary to meet our various obligations as set out in regulations and legislation. This shall be reviewed periodically.

Your Rights

You are entitled to request and inspect personal information of yours that we hold. Should you wish to inspect any of your personal information that we hold, you have the right to request sight of this data, provided it is done in writing and details the specific information that you are seeking. We will provide you with a copy of any personal information held within one month of receipt of your written request.

You also have the right at any time to request PlusLets to correct any inaccuracies in your information; make a request to us to delete what personal data of yours we hold; and object to receiving any marketing communications from us.

If you would like to exercise any of your rights above please contact our Data Protection Officer, Paul Sumner (Director), as per page 1 of this document.

Should you wish to complain about the use of your information, we would ask that you contact us to resolve this matter in the first instance. You also have the right to complain to the Information Commissioner's Office in relation to our use of your information. The Information Commissioner's contact details are noted below:

England:

Information Commissioner's Office,
Wycliffe House,
Water Lane,
Wilmslow,
Cheshire,
SK9 5AF

Telephone: 0303 123 1113
Email: casework@ico.org.uk

The accuracy of your information is important to us - please help us keep our records updated by informing us of any changes to your email address and other contact details.