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## PRIVACY POLICY (GENERAL)

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**(For Tenants, Residents, & Guarantors please see page two)**

Thank you for visiting our website. We are committed to protecting and respecting your privacy. This Privacy Policy sets out the basis on which we process any personal information we collect about you or that you provide to us. We may change this Privacy Policy from time to time, so please check back frequently.

### **About us**

This website is operated by Matthew Woolley. For the purposes of UK data protection law, the data controller is Matthew Woolley of 88 Rough Common Road, Canterbury, Kent. CT2 9DE. Our Data Protection Officer is Matthew Woolley, who can be contacted by emailing [info@kentunilet.com](mailto:info@kentunilet.com)

### **Information we collect about you when you make a property enquiry or contact us for any reason**

We collect and process the following information about you:

- **Information you provide to us.** You can provide us with information about you by filling in forms on our website or by contacting us by telephone, email or otherwise. The information you provide to us may include your name, address, email address, telephone number and any other information you choose to provide.
- **Information we receive from other sources.** We may receive information about you if you use a property portal website to contact us. This could include details of your property search.

### **How we use your personal information**

We use personal information about you for the following purposes:

- **Providing services to you.** We use your personal information to provide you with information and services that you request from us and to administer any promotions or competitions you enter with us.
- **Marketing and advertising.** We use your personal information to provide you with information about goods or services that we think will interest you.
- **Service improvements.** We may use your personal information to tell you about changes to our services and to help keep our website secure.

The legal basis for processing your personal information in these ways is typically one of the following:

- **Consent.** You have consented to us using your personal information for this purpose. You can withdraw this consent at any time by emailing [info@kentunilet.com](mailto:info@kentunilet.com)
- **Performance of a contract.** It is necessary for us to process your personal information to perform a contract with you, or for us to take steps on your instruction prior to entering into a contract with you.
- **Legitimate interests.** It is in our legitimate interests to use your personal information for this purpose to operate our website, to provide and promote our services, and to protect our business.
- **Legal obligations.** It is necessary for us to process your personal information to comply with the law.

We will only hold your personal data for as long as is necessary to fulfil the purposes we collected it for, including any legal, accounting or reporting requirements. The period for which your data is held following a property enquiry, viewing, or an unsuccessful tenancy application is two years. (The period for which your data is held after the end of a tenancy is seven years)

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## **PRIVACY NOTICE FOR TENANTS, RESIDENTS AND GUARANTORS**

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**Data controller:** Matthew Woolley, 88 Rough Common Road, Canterbury, Kent, CT2 9DE.

### **1. Introduction**

Matthew Woolley is a “data controller”. This means that we are responsible for deciding how we hold and use personal information about you.

Matthew Woolley (“The Landlord”) collects, stores and processes personal data relating to tenants, residents and guarantors in order to provide rental accommodation. This privacy notice sets down how the Landlord collects and uses personal information about you before, during and after a tenancy.

The Landlord is committed to protecting the privacy and security of your personal information. The Landlord is committed to being clear and transparent about how it collects and uses that data and to meeting its data protection obligations.

### **2. Data Protection Principles**

The Landlord will comply with data protection law. This means that the personal information we hold about you must be:

- Used lawfully, fairly and in a transparent way;
- Collected only for valid purposes that we have explained to you clearly and not used in any way that is incompatible with these purposes;
- Relevant to the purposes we have told you about and limited to those purposes only;
- Accurate and kept up to date;
- Kept only for such time as is necessary for the purposes we have told you about; and
- Kept securely.

### **3. What information does the Landlord collect and process?**

The Landlord collects and processes a range of personal information (personal data) about you. Personal data means any information about an individual from which the person can be identified. This includes:

- Identity and personal contact details, such as your name, title, address, email address, telephone number, date of birth, national insurance number, car registration;
- Background information such as previous landlord details, employer details, accountant details, next of kin, dependants and emergency contacts;
- Bank account details, bank references and credit check results;
- Tenancy details including renewals, joint tenants, other residents and guarantors;
- Tenancy deposit information (if any) including return on tenancy termination;
- Immigration/right to rent checks (*England only*);
- Rent payment records;
- Recovery of arrears, claims or possession proceedings;

- Repair and health and safety records;
- Breach of tenancy terms/complaints
- Council Tax records;
- Universal credit/housing benefit records;
- Notices and correspondence regarding termination of tenancy;
- General correspondence in all formats (letters, emails, text messages etc).

The Landlord collects this information in a variety of ways. For example, data is collected through the tenancy application process and through correspondence during the tenancy. The Landlord also generates its own records such as rent payment records.

In some cases, the Landlord collects personal data about you from third parties, such as:

- References supplied by former landlords, employers and personal referees;
- Information from credit reference agencies;
- Other tenants, residents or neighbours;
- Guarantors;
- Local authorities;
- The police or other law enforcement agencies;
- Department for Work and Pensions
- Utility companies or service providers;
- Letting/managing agents; and
- Websites or online rental portals such as Rightmove.

Data is stored in a range of different places, including in paper files and in the Landlord's IT systems (including the Landlord's email system).

#### 4. **Why does the Landlord process personal data?**

The Landlord needs to process data to consider applications for tenancy agreements and manage tenancies.

In addition, the Landlord needs to process data to ensure that we are complying with our legal obligations, for example, we are required to check a tenant's "right to rent" for properties in England.

In other cases, the Landlord has a legitimate interest in processing personal data before, during and after the end of the landlord/tenant relationship.

#### 5. **Situations in which we will use your personal information**

Situations in which we will process your personal information are listed below:

- To verify the identity of a proposed tenant/resident;
- To decide on the suitability of a proposed tenant/resident;
- To assess the financial standing/suitability of a proposed tenant/resident;
- To check immigration status/right to rent;
- To deal with joint tenants and residents who are linked to the tenancy;
- To enter into a tenancy agreement
- To secure payment of rent and performance of tenant obligations;
- To collect rent and other payments;

- To manage the tenancy and the property;
- To keep accurate records relating to the Landlord's rental business;
- To arrange repairs and maintenance of the property;
- To monitor and enforce performance of tenant's obligations;
- To recover debts and/or obtain possession of a property;
- To ensure Council Tax charges are billed and paid appropriately;
- To ensure that welfare benefits (such as Universal Credit and housing benefit) are paid to the landlord or tenant where appropriate;
- To handle tenancy termination and the return of any tenancy deposit;
- To handle complaints;
- To address health and disability issues relating to tenants/residents;
- To provide information to public or local authorities who are legally entitled to require this information;
- To contact next of kin or close relatives in case of emergency;
- To store of emails, records of calls and other communications;
- To comply with legal and regulatory requirements;
- To bring and defend legal claims; and
- To prevent, detect and investigate crime and anti-social behaviour.

#### 6. **If you fail to provide personal information**

If you do not provide certain information when requested, the Landlord may not be able to proceed with the grant of a tenancy agreement.

#### 7. **Change of purpose**

The Landlord will only use your personal information for the purpose for which it was collected unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If we need to use your personal information for an unrelated purpose, we will advise you of this and explain the legal basis which allows us to do so.

You should be aware that we may process your personal information without your knowledge or consent where this is required or permitted by law.

#### 8. **Use of sensitive personal information**

Some special categories of personal data, such as information about health or medical conditions, are processed to comply with legal obligations (for example, in relation to tenants/residents with disabilities and for health and safety purposes).

#### 9. **For how long do you keep data?**

The Landlord will only hold your personal data for as long as is necessary to fulfil the purposes we collected it for, including any legal, accounting or reporting requirements. The period for which your data is held after the end of a tenancy is seven years. The period for which your data is held following a property enquiry, viewing, or an unsuccessful tenancy application is two years.

#### 10. **Who is data shared with?**

Your information will be shared internally, including with our business partners, suppliers and subcontractors. We may provide your personal information to our

business partners, suppliers and subcontractors who are providing services to us, or where necessary to provide a service you have requested.

The Landlord also shares your data with third parties where required by law, where it is necessary in order to administer the relationship with you or where we have another legitimate interest in doing so. Information can be shared with:

- Professional advisers, including solicitors and accountants;
- Letting/managing agents;
- Freeholder and/or their managing agent (for property in block of flats);
- Existing or previous landlords;
- Existing or previous employers;
- Credit referencing agencies;
- Debt collectors and tracing services;
- Local authorities and government/public bodies;
- Ombudsman/redress schemes;
- Professional body/regulator;
- Courts/Tribunals;
- Police/enforcement agencies;
- Internet service providers;
- Banks/building societies;
- Tenant's/resident's next of kin or close relatives in case of emergency;
- Joint tenants and other residents;
- Guarantors;
- Tenancy Deposit Schemes;
- Universal Credit/housing benefit/other benefit administrator;
- H M Revenue and Customs;
- Council Tax authority;
- Contractors and tradespeople providing services at the property;
- Prospective purchasers of property;
- Other landlords including where you apply to another landlord for a tenancy

#### **11. How does the Landlord protect data?**

The Landlord takes the security of your data seriously. The Landlord has internal policies and controls in place to prevent your data being lost, accidentally destroyed, misused or disclosed.

When the Landlord engages third parties to process personal data on its behalf, they do so on the basis of written instructions, are under a duty of confidentiality and are obliged to implement appropriate technical and organisational measures to ensure the security of data.

#### **12. Your duty to inform us of changes**

It is important that the personal information we hold about you is accurate and current. Please be sure to keep us informed if your personal information changes during the tenancy application process or during the course of a tenancy.

#### **13. Your Rights**

As a data subject, you have a number of rights. You can:

- access and obtain a copy of your data on request (known as a “data subject access request”);
- require the Landlord to change incorrect or incomplete data;
- request erasure of your personal information. This enables you to ask the Landlord to delete or stop processing your data, for example where the data is no longer necessary for the purposes of processing;
- object to the processing of your data where the Landlord is relying on its legitimate interests as the legal ground for processing; and
- ask the Landlord to suspend the processing of your personal data for a period of time if data is inaccurate or there is a dispute about its accuracy or the reason for processing it.

If you would like to exercise any of these rights, or you have any questions about the privacy notice, please contact Matthew Woolley.