

Personal Data Fair Processing Notice

This notice explains what information we collect, 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 we will handle your information.

Who am I?

We are Paul & Fan Landers at 27 Gleneagles Drive PR8 3PP. We take the issue of security and data protection very seriously and strictly adhere to guidelines published in the General Data Protection Regulation (EU) 2016/679 which is applicable from the 25th of May 2018, together with any domestic laws subsequently enacted.

We are notified as a Data Controller with the Office of the Information Commissioner under registration number ZA494408 and we are the data controller of any personal data that you provide to us.

Our Data Protection Officer is P Landers at the above address.

Any questions relating to this notice and our privacy practices should be sent to 27 Gleneagles Drive PR8 3PP.

How we collect information from you and what information we collect

We collect information about you:

- From your application for accommodation

I/ we collect the following information about you:

- Tenant name, e-mail address, telephone number, Date of Birth, address (including any previous addresses), marital status, National Insurance Number, 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).
- Guarantor name, e-mail address, telephone number, Date of Birth, address (including any previous addresses), marital status, National Insurance Number, nationality, next of kin (if applicable).
- Property address; term, rent, deposit, utility and service responsibilities.
- 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, and any hire purchase/loan agreements/credit cards or store cards that you have; and
- Any welfare benefits that you may be eligible for or are currently on.

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 obligations and duties to you in accordance with the terms of our contract with you;
- to enable us to supply you with the services and information which you have requested;
- to help you to manage your tenancy;
- to carry out due diligence on any prospective tenant and/or guarantor, including whether there is any money judgements against them, or any history of bankruptcy or insolvency;
- to analyse the information, we collect so that we can administer, support and improve and develop our business and the services we offer;

- to contact you in order to send you details of any changes to our suppliers which may affect you; and
- for all other purposes consistent with the proper performance of our operations and business.

Sharing of Your Information

The information you provide to us will be treated by us as confidential.

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:

- If we enter into a joint venture with or merge with a business entity, your information may be disclosed to our new business partners or owners;
- To carry out due diligence on you as 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, your 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

When you give us information we take steps to make sure that your personal information is kept secure and safe.

All personal information will be kept on paper and held securely at all times within the offices of PF&L LTD (see address above).

How long we will keep your information

We review our data retention periods regularly and will only hold your personal data for as long as is necessary for the relevant activity, or as required by law (We may be legally required to hold some types of information), or as set out in any relevant contract I have with you.

Our full retention schedule is available at our main office (see address above) and attached to this document for your information.

Your Rights

You have the right at any time to:

- ask for a copy of the information about you held by me/ us in my records;
- require me/ us to correct any inaccuracies in your information;
- make a request to me/ us to delete what personal data of yours I/ we hold; and
- object to receiving any marketing communications from me/ us.

If you would like to exercise any of your rights above please contact us at the above address

Should you wish to complain about the use of your information, I/ we would ask that you contact me/ 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 my/ our use of your information. The Information Commissioner's contact details are noted below:

England:

Information Commissioner's Office
Wilmslow, Cheshire, SK9 5AF
Telephone: 0303 123 1113
Telephone: 0131 244 9001
Email: Scotland@ico.org.uk

Wales

Information Commissioner's Office
2nd floor, Churchill House
Churchill way, Cardiff, CF10 2HH
Telephone: 029 2067 8400
Email: wales@ico.org.uk

Email: casework@ico.org.uk

Scotland:

The Information Commissioner's Office
45 Melville Street, Edinburgh, EH3 7HL

Northern Ireland:

Information Commissioner's Office
3rd Floor, 14 Cromac Place
Belfast, BT7 2JB
Telephone: 028 9027 8757
Email: ni@ico.org.uk

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

PF&L Ltd DATA RETENTION SCHEDULE:

The table below sets out retention periods for personal data held and processed by PF& L Ltd as a landlord. It is intended to be used as a guide only. PF&L Ltd recognise that not all personal data can be processed and retained for the same duration and retention will depend on the individual circumstances relative to the data subject whose personal data is stored.

Type of record	Suggested retention time
Records relating to working time	Two years from the date they were made
Council Tax records	10 years
Accident books and records and reports of accidents	Three years after the date of the last entry
Health and safety assessments and records of consultations with safety representatives and committee	Permanently
Applicants for accommodation	Five years
Housing Benefit notifications	Duration of tenancy
Tenancy files	Duration of tenancy
Former tenants' files (key info)	Five years

Third party documents	Duration of tenancy
Records re offenders, ex-offenders (sex offender register)	Duration of tenancy
Lease documents	Five years after lease termination
Anti-social behaviour case files	Five years/end of legal action