

Tenant Privacy Notice

Data Protection – looking after your personal information

Inter-let Property Management is committed to protecting and processing your personal data in accordance with the General Data Protection Regulations (GDPR) 2018. Under the provisions of the GDPR, Inter-let Property Management is defined as a Data Controller. Eliza Creighton is the Partner responsible for data protection at Inter-let and can be contacted at 9 Percheron Close, Impington, Cambridge, CB24 9YX or eliza@inter-let.co.uk.

The GDPR are designed to safeguard your personally identifiable information or personal data. This privacy notice will be regularly reviewed and updated. For clarity, we use the word *data* and *information* interchangeably in this notice.

Collecting information

As a letting agency, we need to collect and process your personal information for the purpose of letting and managing residential property. This includes name, date of birth, contact information, employment details, bank details and next of kin. It also includes copies of documents that are required for verification purposes and/or determining a tenant's right to rent, such as a passport, identity card or driver's license.

We use different ways to collect your personal data. As well as the information you supply us with we also receive data from 3rd parties such as referencing agencies, other referees, co-tenants, online portals (Zoopla) and other websites (Facebook, LinkedIn). Where the provision of data is a statutory or a contractual requirement, refusal to provide the data may mean that we are unable to provide you with our service.

Using your personal data (lawful basis of processing)

As a data controller we determine the purpose for and the manner in which your personal data should be processed. We will only process your information if we have a lawful basis for doing so.

The GDPR defines the 6 lawful basis under which we may process your data, however, we will only rely on 5. Data is processed either with your **consent** (i.e. with your express permission); or in our **legitimate interest** (a business or commercial reason to process your personal data which needs to be balanced with your interests i.e. what is right and best for you); or for **contract fulfilment**; or under an explicit **legal obligation**; or where this is in your **vital interest** (i.e. if there is a life-threatening situation).

We use your information in a variety of ways, for example:

- To arrange and facilitate viewings: legitimate interest (both you and us);
- To assess your suitability as a tenant, verify your identity and the information that you provide: contract fulfilment- in other words, to facilitate a Tenancy Agreement;
- To comply with the Law; this includes Right to Rent legislation, Tenant Deposit legislation, gas safety regulations and the Energy Performance of Building Regulations: legal obligation;
- To manage and maintain the property in line with the provisions of the Tenancy Agreement: contractual fulfilment;
- To prevent fraud and money laundering: legal obligation and contract fulfilment.

How we process your data will depend on what is necessary in the circumstances and more details are given at <https://www.inter-let.co.uk/tenants-info.php>

Tenant Privacy Notice

Sharing your information

We will process or share all or some of your personal data with a range of individuals, businesses and organisations to assist with certain aspects of the application and property management process. In particular, we use Homelet for referencing and the Tenancy Deposit Scheme (TDS) for deposit protection. Homelet support and undertake referencing, credit checks and identity verification. Homelet will ask you to sign a separate data protection consent declaration for these activities.

In addition to Homelet and the TDS, we will from time to time need to provide your personal information to:

- Selected contractors and tradesmen to arrange maintenance and repairs;
- The Landlord, joint tenants, guarantors and relevant persons (person who pays deposit on behalf of the tenant) in the setting up and performance of the Tenancy Agreement;
- Utility companies (including gas, electricity and water) and local authorities (for Council Tax) for opening and closing of accounts and maintenance of supply infrastructure (meters etc);
- Block managing agents, freeholder (if you live in a flat);
- Barclays Bank PLC for the payment of rent and deposits;
- The Landlord's mortgage and insurance company;
- A new landlord/letting agency- when you apply for a new tenancy.

What we share will depend on what is necessary in the circumstances and more details are given at <https://www.inter-let.co.uk/tenants-info.php>

Keeping your personal information safe- data storage

Personal data is stored electronically, in hard copy format and on cloud- based servers. All paper records are maintained in secure (locked) filing cabinets. Electronic information is held locally on password protected devices and is backed up on password protected GDPR compliant EU based cloud servers (e.g. One Drive.)

How long do we keep your personal information?

Data can only be stored on a time limited basis and not indefinitely. We will hold personal data about you for the duration of your tenancy and for seven years after your tenancy has ended. This is the statutory limitation period of six years plus a further year to allow for late service of proceedings. If your tenancy application does not go ahead then we retain data for one year.

Your data protection rights

You have certain rights under the GDPR. These include:

- **Right of access** -to check what personal information we are holding about you;
- **Right of rectification**-have any incorrect information that we hold about you corrected. If your information has been disclosed to 3rd parties we must also inform them of the rectification, where possible;
- **Right to erasure** - "be forgotten" – you can ask us to delete or remove your personal information if there is no compelling reason for us to keep it or where you withdraw consent (if consent was the initial lawful basis of processing). We will comply with your request unless we have another basis of processing which justifies retaining the data (e.g. a legal requirement or the defence of a legal claim);

Tenant Privacy Notice

- **Right to restrict processing** - you can ask us to suspend processing of your personal data and we must then restrict processing of data. This includes where you are contesting the accuracy of a statement or the lawfulness of the processing. We will still be permitted to store the data;
- **Right to object to processing** -this allows you to object to our processing of data about you. We must then stop processing data unless we can establish legitimate reason for continuing;
- **Right to portability** - where you have provided us with personal information, and the lawful basis was either consent or performance of a contract, you can ask us to provide you with your personal data or transmit it directly to another data controller.

Withdrawal of consent

Where the lawful basis for processing is your consent, you may withdraw consent at any time by writing to, Eliza Creighton of Inter-let Property Management, 9 Percheron Close, Impington, Cambridge, CB24 9YX or emailing eliza@inter-let.co.uk

How to get more information or make a complaint

If you would like further details on how we use your personal information or if you have any complaints about the way in which we have handled your personal information, please contact:

Inter-let Property Management, Eliza Creighton, 01223 237203 or eliza@inter-let.co.uk

How to lodge a complaint with the supervisory authority - (Information Commissioners Office (ICO))

You have the right to lodge a complaint with the ICO –

The supervisory authority responsible for data protection is the Information Commissioners Office (ICO) to whom concerns may be reported by phone on **0303 123 1113** or +44 1625 545 745 if calling from outside the UK, by email using the form on the website www.ico.org.uk

Or via post to:

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

Tenant Privacy Notice: Supplementary Information

Inter-let Property Management is the trading name of Inter-let (Cambridge) LLP Registered in England under Partnership No: OC403464. Registered Office: 9 Percheron Close, Impington, Cambridge, CB24 9YX



* Please see Inter-let Property Management Data Protection Policy

WHAT Information is held	WHO is collecting it	HOW is it collected	WHY is it collected	Lawful basis for processing	Who will it be shared with	How stored*	When will it be deleted	NOTES
TENANT INITIAL ENQUIRY								
Potential applicant name and contact details	Inter-let directly, Inter-let via web-site, Zoopla/property portals, Cambridge University Accommodation Service	Zoopla/portal enquiry form/web-site enquiry form/telephone/email/SMS	To arrange a viewing	Legitimate interest (to safeguard the health and safety of Inter-let partner undertaking the viewing)	Landlord	paper / electronic/cloud	6 months	We also take these details in order to fulfill our contractual obligations to landlords - i.e to market property and find tenants
			To be able to contact applicant	Legitimate Interest	Inter-let file only	paper / electronic/cloud	6 months	
			To give to or discuss with landlord	Legitimate Interest	Landlord	paper / electronic/cloud	6 months	
Potential applicant general income/employment status	Inter-let partner	Verbal (face to face)/telephone/email	To check initial affordability	Legitimate Interest	Inter-let file	paper / electronic/cloud	6 months	
APPLICATION								
Applicant name & Applicant contact details (phone/email details/current address)	Inter-let directly and Homelet	Email, Inter-let Tenant Application Form, Homelet Application Form	Referencing	Contract fulfilment	Homelet, employers/academic supervisors in order to verify employment/student status and salary and funding and current landlord for reference	paper / electronic/cloud	7 years after tenancy ends	if tenancy unsuccessful delete after 12 months
			Right to Rent checks	Legal obligation	Landlord, Home Office	paper / electronic/cloud	1 year after tenancy ends	
Applicant's employment information : employers name and address, contact person at employer + telephone number and email address	Inter-let and/or Homelet	Tenant application form (inter-let and Homelet)	Referencing & assessment	Contract fulfilment	Homelet + Landlord	paper / electronic/cloud	7 years after tenant leaves	if tenancy unsuccessful delete after 12 months
Applicant's current landlord information (and those for last three years): name, address, telephone number and email address	Inter-let and/or Homelet	Tenant application form (Inter-let and Homelet)	Referencing & assessment	Contract fulfilment	Homelet + landlord	paper / electronic/cloud	7 years after tenant leaves	if tenancy unsuccessful delete after 12 months
Applicant's Next of Kin details	Inter-let	Inter-let next of kin form	Contact in case of emergency	Vital Interest	Inter-let file only	paper / electronic/cloud	1 year after tenant leaves	if tenancy unsuccessful delete within 1 month
Applicant's bank details	Inter-let and/or Homelet	Tenant application form (Inter-let and Homelet)	Referencing and setting up standing orders	Contract fulfilment	Homelet, Bank	paper / electronic/cloud	7 years after tenant leaves	if tenancy unsuccessful delete after 12 months
Applicant's dependants - names and ages	Inter-let	Tenant application form (inter-let and Homelet)	To identify permitted occupiers to include on tenancy agreement and to complete property Health and Safety Risk Assessment	Contract fulfilment	Landlord	paper / electronic/cloud	7 years after tenant leaves	if tenancy unsuccessful delete after 12 months
Applicant's credit score results, history	Homelet	Homelet provide an electronic copy to Interlet	To assess applicants creditworthiness and ability to pay rent as per Agreement	Contract fulfilment	Landlord	paper / electronic/cloud	7 years after tenant leaves	if tenancy unsuccessful delete after 12 months
Applicant's other returned references	Homelet, Inter-let	Email, online, hardcopy	To assess suitability	Contract fulfilment	Landlord	paper / electronic/cloud	7 years after tenant leaves	if tenancy unsuccessful delete after 12 months
Applicant's Date of Birth	Inter-let and/or Homelet	Email, Inter-let Tenant Application Form, Homelet Application Form	Referencing and ID verification	Contract fulfilment	Landlord	paper / electronic/cloud	7 years after tenant leaves	if tenancy unsuccessful delete after 12 months

WHAT Information is held	WHO is collecting it	HOW is it collected	WHY is it collected	Lawful basis for processing	Who will it be shared with	How stored*	When will it be deleted	NOTES
Applicant's passport or ID documents: passport or document number/full names/nationality/VISA details	Homelet, Inter-let	Photocopy of original, face to face, pdf or jpeg via email, Skype	To comply with right to rent checks	Legal obligation	Landlord, Home Office	paper / electronic/cloud	1 year after tenancy ends	if tenancy unsuccessful delete after 12 months
Applicant/Tenant Guarantor								
Guarantor name & Guarantor contact details (phone/email details/current address)	Inter-let directly and Homelet	Email, Inter-let Tenant Application Form, Homelet Application Form	Referencing	Contract fulfilment	Homelet + names may also be shared with employers/academic leads in order to verify other information given	paper / electronic/cloud	7 years after tenancy ends	if tenancy unsuccessful delete after 12 months
			To use on Tenancy Agreement	Contract fulfilment	Landlord, staff, co tenants	paper / electronic/cloud	7 years after tenancy ends	also included on tenant section
Guarantor's employer information	Inter-let and/or Homelet	Tenant application form (inter-let and Homelet)	Referencing & assessment	Contract fulfilment	Homelet + landlord	paper / electronic/cloud	7 years after tenant leaves	if tenancy unsuccessful delete after 12 months
Guarantor's bank details	Inter-let and/or Homelet	Tenant application form (inter-let and Homelet)	referencing and setting up standing orders	Contract fulfilment	Homelet, Bank	paper / electronic/cloud	7 years after tenant leaves	if tenancy unsuccessful delete after 12 months
Guarantor's credit score results, history	Homelet	Homelet provide an electronic copy to Interlet	To assess guarantor's creditworthiness and ability to cover rent as defined in Agreement	Contract fulfilment	Landlord (only on request)	paper / electronic/cloud	7 years after tenant leaves	if tenancy unsuccessful delete after 12 months
Guarantor Other returned references	Homelet, Inter-let	Email, online, hardcopy	To assess suitability	Contract fulfilment	Home-let	paper / electronic/cloud	7 years after tenant leaves	if tenancy unsuccessful delete after 12 months
Guarantors DOB	Homelet, Inter-let	Email, homelet application form	referencing and id verification	Contract fulfilment	Inter-let file only	paper / electronic/cloud	7 years after tenant leaves	if tenancy unsuccessful delete after 12 months
Guarantors ID documents: passport or document number/full names/nationality	Homelet, Inter-let	Photocopy of original, face to face, pdf or jpeg via email,	referencing	Contract fulfilment	Landlord, homelet	paper / electronic/cloud	7 years after tenant leaves	if tenancy unsuccessful delete after 12 months
Tenancy Agreement								
Tenant name & Tenant contact details (phone/email details/current address)	Inter-let	Inter-let Application Form, Homelet Application Form and referencing report, email.	To use on Tenancy Agreement	Contract fulfilment	Landlord, Co-tenants, guarantors and relevant person (deposit payer)	paper / electronic/cloud	7 years after tenancy ends	
			To use on Tenancy Agreement	Contract fulfilment	Landlord, co-tenants, guarantor, relevant person (deposit)	paper / electronic/cloud	7 years after tenancy ends	also included on tenant section
			To use on prescribed information and to register the deposit with the Tenancy Deposit Scheme (TDS)	Legal obligation	TDS, Landlord, co-tenants, guarantor, relevant person (deposit)	paper / electronic/cloud	7 Years after tenant leaves	also included on tenant section
			To be able to contact tenant e.g. property management and safety inspections etc required by law	Contract fulfilment/legal obligation	Contractors, block managing agents	paper / electronic/cloud	7 days after work completed	
			If legal action is needed	Legitimate interest	Landlord, Solicitor, Court Services	paper / electronic/cloud	7 years after tenant leaves	
			Services and utility providers	Contract fulfilment	Council Tax & utility providers	paper / electronic/cloud	7 years after tenant leaves	
Tenant Next of Kin details	Inter-let	Inter-let next of kin form	Contact in case of emergency	Vital interest	Inter-let file	paper / electronic/cloud	7 years after tenant leaves	

WHAT Information is held	WHO is collecting it	HOW is it collected	WHY is it collected	Lawful basis for processing	Who will it be shared with	How stored*	When will it be deleted	NOTES
Tenant bank details	Inter-let	Tenant application form (inter-let and Homelet)	setting up standing orders, making payments to tenant and bank validation check (done by Homelet)	Contract fulfilment	Bank	paper / electronic/cloud	7 years after tenant leaves	
	Inter-let	Email if not already on file	Returning deposits at end of tenancy or overpaid rent etc	Legal obligation	Bank	paper / electronic/cloud	7 years after tenant leaves	
Tenant's dependants	Inter-let	Tenant application form (inter-let and Homelet)	To identify permitted occupiers to include on tenancy agreement	Contract fulfilment	landlord	paper / electronic/cloud	7 years after tenant leaves	
Tenant's passport or ID documents: passport or document number/full names/nationality/VISA details	Homelet, Inter-let	Photocopy of original, face to face, pdf or jpeg via email, Skype	To comply with right to rent checks	Legal obligation	Landlord, Home Office	paper / electronic/cloud	1 year after tenancy ends	
Landlord Enquiry								
Landlord enquirer name and Landlord enquirer contact details (phone/email details/current address)	Inter-let directly, Inter-let via website, Zoopla, Third Party contact	Zoopla enquiry, website enquiry, phone, email	To arrange a valuation	Legitimate interest	Inter-let file only	paper / electronic/cloud	1 year after valuation	
			To be able to contact landlord to provide contractor's information	Legitimate interest	Contractor	paper / electronic/cloud		
Landlord - Agency Agreement and Agreement to Market and Let Property								
Landlord name and Landlord contact details (phone/email details/current address/new address)	Inter-let	Inter-let Property Details Form, Agency Agreement, Email	To use on Tenancy Agreement	Contract fulfilment	Tenant, guarantor, relevant person, mortgage company, insurance company	paper / electronic/cloud	7 years after last tenancy	
			To be able to contact landlord	Contract fulfilment	Inter-let file only	paper / electronic/cloud	7 years after last tenancy	
			To use on prescribed information and to register the deposit with the Tenancy Deposit Scheme (TDS)	Legal obligation	TDS, tenant, guarantor and relevant person	paper / electronic/cloud	7 years after last tenancy	
			To provide details to contractor for property maintenance, gas certs, Electrical checks, EPC's etc	Contract fulfilment and Legitimate interest	Contractor	paper / electronic/cloud	1 month	
			Services and utility providers	Contract fulfilment	Council Tax & utility providers	paper / electronic/cloud		
			If Legal action is needed, for example possession claim/rent arrears	Legitimate interest	Solicitor, Court Services, tenant and guarantor	paper / electronic/cloud	7 years after last tenancy	
Landlord passport or ID documents: passport or document number/full names/nationality/	Inter-let	Photocopy of original, face to face, pdf or jpeg via email, Skype	To comply with anti-money laundering obligations and to verify identity	Legal obligation	Inter-let file only	paper / electronic/cloud	7 years after end of last tenancy	
Landlord Land Registry document	Inter-let	Photocopy of original, face to face, pdf or jpeg via email, Skype	To verify ownership of property	Legal obligation	Inter-let file only	paper / electronic/cloud	7 years after last tenancy	
Landlord bank details	Inter-let	Property details form or email	To be able to pay rent to landlord	Contract fulfilment	Barclays Bank PLC	paper / electronic/cloud	1 year after last tenancy	

WHAT Information is held	WHO is collecting it	HOW is it collected	WHY is it collected	Lawful basis for processing	Who will it be shared with	How stored*	When will it be deleted	NOTES
Contractors								
Contractor's name and Contractor's contact details (phone/email details/address)	Inter-let	phone/email	To be able to arrange property maintenance e.g. repairs	Contract fulfilment	Tenant and landlord	paper / electronic/cloud	7 years after last work	
			To be able to arrange gas safety checks, electrical inspections and Energy Performance Certificates	Legal obligation	Tenant and landlord	paper / electronic/cloud	7 years after last work	
Contractor's bank details	Inter-let	phone/email/from invoice	To be able to pay invoice	Contract fulfilment	Barclays Bank PLC, (tenant or landlord if they are paying the invoice)	paper / electronic/cloud	1 year after last work	
Contractor's Professional Insurance details	Inter-let	photocopy/email	To verify they are insured and have adequate cover	Contract fulfilment /Legitimate interest	Kept on file only	paper / electronic/cloud	7 years after last work	
Contractor's professional membership details (gas safe etc)	Inter-let	photocopy/email	To ensure that they are fully qualified	Legal obligation	Landlord	paper / electronic/cloud	7 years after last work	
Other Stakeholders								
Neighbour of rented property (name and contact details including phone, email and address)	Inter-let	phone, email, website	Management of property (e.g. problem with fences, building work etc)	legitimate interest	landlord, tenant, contractor	paper / electronic/cloud	Will stay on file while Inter-let manage the property unless Inter-let are contacted	
Relevant person name and contact details	Inter-let	email	to record on Prescribed information	legal obligation	tenants, landlord, TDS	paper / electronic/cloud	7 years after tenancy ends	