

## **Landlord Privacy Policy**

Norwich Accommodation Agency is committed to protecting and processing your personal data in accordance with the General Data Protection Regulations and the Data Protection Act 2018. The General Data Protection Regulations are to safeguard your personally identifiable information or personal data. This notice sets out why your information is held and how this information will be processed.

### **Why we hold and process personal information**

To ensure that we provide you with the best service possible we will need to collect and retain certain personal data to be processed for the following:

- Property letting and management
- Preparing tenancy agreements and lodging tenancy deposits
- Payment of rents
- Maintaining accounts and records

### **What data is held**

We hold the following personal information: name, contact number, email address, current address and bank details.

### **Sharing Information with others**

Your details will not be sold to any third parties but may be shared in the following situations:

- Where we are legally obliged to do so.
- So that utility payments are collected correctly and bills are sent to the correct person your information may be shared with relevant local authorities, utility and service providers, including the local water company.
- We are required annually to pass on landlord addresses and accounts information to HM Revenue & Customs.
- Information will be passed to one of the Tenancy Deposit Schemes.
- If your tenant requests your personal information we are required by law to pass on your address.
- Your contact details may be passed to a contractor to arrange access to a property or to provide quotes or estimates for work although this information would usually come from us rather than direct from a contractor.

### **Removing or changing your information**

Norwich Accommodation Agency will remove personal information upon request, where reasonable. Please note, we cannot remove personal information relevant to Tenancy Agreements or Management Contracts where our basis for processing the data is Contractual Fulfilment, Compliance with the Law or Legitimate Interest.

### **Your rights**

You have a right to access to check your personal data and to verify the lawful basis of processing. We are obliged to respond to an access request within 30 days and may not charge a fee unless the request is unfounded, excessive or repetitive.

You have a right to rectification if the data we hold is either inaccurate or incomplete and you have a right to erasure of your data (but only when consent is our basis for processing).

**How to lodge a complaint**

The supervisory authority responsible for data protection is the Information Commissioner's Office (ICO) to whom concerns may be reported by telephone on 0303 123 1113 (or +44 1625 545 745 if calling from outside the UK) or by email using the form on the website [www.ico.gov.uk](http://www.ico.gov.uk) . The ICO regulates data protection and e-privacy in the UK and provides useful guidance on their website.

**How Norwich Accommodation Agency's Privacy Policy applies to third party websites**

Third party internet sites that you can link through to from our website will not be covered by our Privacy Policy and Norwich Accommodation Agency accept no responsibility or liability for any actions that these sites may perform. We advise that you check the policy of each site that you visit.