

Privacy Policy for Tenants, Guarantors and Potential Tenants

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:

- Dealing with lettings and applications for tenancies
- Checking suitability for tenancies (including credit and immigration checks)
- Managing property
- Collecting rents
- Maintaining accounts and records
- Dealing with tenancy deposits

What data is held

We hold the following personal information: name, date of birth, contact number, email address, current/forwarding addresses, employment details and salary, credit history, nationality and visa status. We also hold a copy of photo identification and at the end of a tenancy we will need banking details to reimburse deposits.

We do not hold personal information from enquiries for the purposes of mailing lists and only contact customers with property information when requested.

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.
- If you have applied for a property, your personal information – including; name, contact number, email address, current/forwarding addresses, employment and salary, credit history, and nationality – may be passed onto the Landlord of the property for consideration of the application.
- If you have applied for a property your name and address will be passed to a credit reference agency for a credit check.
- 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.
- Tenant contact information may be passed onto a contractor in order to arrange access to a property for the purposes of maintenance and repairs.
- Where required, we will pass on personal information to: HM Revenue & Customs, The Home Office, and to Local Government Agencies upon request.
- Some information will be passed to one of the Tenancy Deposit Schemes.
- If the property changes hands while you are a tenant your information will be passed to the new landlord.
- Your contact information will be shared with any other joint tenants and guarantors and may be shared with the landlord.

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 . 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.