



## **DATA PROTECTION & PRIVACY POLICY**

Tennant Property Lettings Ltd – hereafter 'Tennants', 'We' or 'Us' value your security and are committed to protecting and respecting your privacy. We use the personal information you share with us to provide the best possible service whether this be in person, by email, post, text, telephone or via our website [www.tennants.co](http://www.tennants.co) (hereafter 'website'). By using our website you are deemed to have accepted our Terms of Use, please ensure you have read this document available here.

The purpose of this privacy policy (hereafter 'Policy') is to clearly explain how Tennants use, store, share and control the personal and behavioural information you provide (or that we collect from you) when you contact us, use our website and our services. This can be done in a variety of different ways which can include but are not limited to:

- In person via our office,
- by telephone,
- By post,
- By text,
- By email,
- Via our website,
- Via property portals such as [rightmove.co.uk](http://rightmove.co.uk) & [www.onthemarket.com](http://www.onthemarket.com) (hereafter 'Portals'),

These are collectively known as our 'Communication Channels'.

By engaging the services of Tennants or by visiting our website you are accepting and consenting to the practices described in this Policy.

For the purpose of the Data Protection Act 1998 (the Act) and the General Data Protection Regulation (GDPR), the Data Controller is Tennants Property Lettings Ltd (trading as Tennants, 22 New Upperton Road, Eastbourne BN21 1NU  
Our email address is [enq@tennants.co](mailto:enq@tennants.co) and our website address is [tennants.co](http://tennants.co)

This Privacy Policy was last updated on 09/04/19.

## **PERSONAL INFORMATION WE COLLECT FROM YOU**

'Personal information' is any information that relates to you and identifies you personally, either alone or in combination with other information available to us.

### **This information can include, but is not limited to:**

- personal information (name, addresses, email address and telephone numbers); ID, financial and employment information that you disclose when agreeing to register as an applicant or enter in to a transactional relationship with us.
- Information required to help us ensure our staff are safe when attending external appointments such as viewings at properties and market appraisals; for example contact details for the client or customer.
- Information required to comply with legislation such as 'Right to Rent' checks required under Section 22 of the Immigration Act 2014 if you are renting a property.
- Information to enable us to find you a suitable property in line with your requirements.
- If you contact us, we may keep a record of that correspondence and ask for information if you report an issue with our services, or with a property you are renting.
- When you visit or otherwise access our website, details including but not limited to:
  - a. information about the device and browser (hereafter "Device") you are using to access the website e.g. type, version, operating system, etc.
  - b. traffic data including the URL of the website that referred you to our website if applicable,
  - c. location data including geolocation (this can be controlled in your Device)
  - d. weblogs and other communication data
  - e. your IP (Internet Protocol) address
  - f. the date and time of the visit and how long you remained on our website
  - g. the pages visited on our website and interactions performed

We do not collect 'Special Category Data'.

## **COOKIES**

Our Website requires the use of cookies to provide full functionality. Please see our cookie policy [here](#).

## **DOWNLOADS AND MEDIA**

Any downloadable documents, files, images, video files etc. on our website are provided to you at your own risk. We take all reasonable precautions to ensure that such files are free of viruses but we recommend that you use anti-virus software as a precaution. We accept no responsibility for downloads and media provided by external third party website.

## **CCTV**

For the security of our employees, customers and our premises we use CCTV within our office. The footage is recorded and stored securely for a maximum of 31 days. We will provide footage when it is required in connection with legal proceedings, or where disclosure of CCTV footage is required by law.

## **HOW WE USE YOUR PERSONAL INFORMATION**

The personal information we collect when you first contact us will be used for identification and contact purposes and to enable us to offer relevant properties and/or services you have enquired about. We use and analyse this personal information where necessary for the following purposes detailed below:

- **Improving our products and services.**  
We will use your personal information to assess and improve our products, services and business practices. We process your personal information in this way as it is necessary for the purposes of our legitimate interests in developing and improving products and services for our customers.
- **Processing your transaction.**  
We use relevant personal information described above (including your name, address and financial details) to enable us to complete a transaction with you.
- **Preventing fraud.**  
We will also use your personal information to assess your creditworthiness (in the case of renting a property) and to prevent fraud. For this purpose, we may need to share your personal information with our referencing providers. This is necessary for the purposes of our legitimate interests in ensuring we are not the victim of fraud and to protect our legal rights.
- **To provide customer support.**  
if you contact our team (or vice versa), we will use personal information such as your email address, phone number and residential address as well as your contact history to process your request. We will process your personal information in this way if it is necessary for the performance of a contract or if it is required for us to comply with any legal obligations.

## **What kind of channels**

If you are a prospective landlord or tenant, we may contact you by telephone, text, email or post depending on what contact information you have provided. If you are a tenant we may call, text, email or send letters to you with communications to fulfill our contractual, legal and regulatory obligations.

## **What kind of messages**

The messages we will send you will be personalised and tailored to your individual preferences and requirements eg if you are looking to rent a property we may contact you regarding a newly available property.

### **Analysing our business**

We may use your personal information (including by anonymising and aggregating it with other customers' personal information) for financial analysis purposes. This may be necessary for the purposes of our legitimate interests in understanding how our business is performing, and considering how to improve our performance.

We will ask for your consent if we wish to use your personal information for purposes other than those listed in this privacy statement and as required to do so under applicable law. We will not use your personal information for other purposes before we have received such consent.

### **HOW WE SHARE YOUR PERSONAL INFORMATION**

We treat your personal information with care and confidentiality and do not share it with third parties other than as set out below:

#### **With Service Providers**

Where required we may share limited personal information you provide when you register with us or enter in to a transaction with us, as necessary and only for the purposes and on the lawful grounds described above with various third parties who process your personal information on our behalf (Data Processors), including but not limited to: tenant referencing agencies, other estate/letting agents, block managers or landlords, our accountants, HMRC, Lloyds Banking Group Plc, deposit protection schemes, contractors and property maintenance services, utility companies and insurance providers.

#### **With Legal and Law Enforcement**

Tennants will disclose personal information where required by law or legal process, for the administration of justice, to protect your vital interest, for investigations by law enforcement or regulatory bodies, to protect and defend Tennants' property and legal rights, to protect the personal safety of our website users, or by order of a valid injunction from a court or law enforcement agency.

#### **In Relation to Business Interests**

In the event that we sell or buy any business or assets, we may disclose your personal data to the prospective seller or buyer of such business or assets. If Tennants is or all of its assets are acquired by a third party, personal data held by us about our customers will be one of the transferred assets.

### **PERSONAL INFORMATION OF OTHERS**

Before you disclose to us the personal information of another person, you must obtain that person's consent to both the disclosure and the processing of that personal information in accordance with the terms of this privacy policy. This is particularly relevant for prospective tenants when providing us with details of referees.

## HOW LONG DO WE STORE YOUR INFORMATION FOR?

Tennants will hold personal data for as long as reasonably required where there is a legitimate interest in doing so. We will not normally hold personal data for more than 7 years after the last contact with you but reserve the right to where we have a legitimate business interest.

Where a transaction has been entered into and there is a contractual necessity to do so, or where there is a requirement to comply with legal obligations (for example in order to comply with the requirement of the TPO Codes of Practice, Lettings Agents are required to maintain clear and full written records of transactions for a period of six years.

## STORAGE

All digital information you provide to us is securely stored and backed up in the UK on our secure servers and that of our technology providers; and all paper based information is also securely stored in the UK. All electronic transactions and data transmissions between your Device and our Website will be encrypted using industry-standard SSL (Secure Socket Layer) technology; and our website has a SSL certificate from GlobalSign, a WebTrust-certified certificate authority. Unfortunately, the transmission of information via the internet is not completely secure and so we cannot guarantee the security of any data sent over the internet between your Device and our Website. Any such data transmission is at your own risk.

Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access, as part of our secure backups and data disaster recovery procedures.

The data that we collect from you may be transferred to, and stored at, a destination outside the European Economic Area ("EEA"). It may also be processed by staff operating outside the EEA who work for us or for one of our suppliers or contractors. Territories outside of the EEA may not have equivalent legal protections to those that apply within the EEA but we are under a duty to make sure that our suppliers and contractors located outside of the EEA continue to take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this Policy.

By submitting your personal data to us, you agree to this transfer, storing or processing.

## DATA DESTRUCTION

Data will be destroyed in the following ways:

**Paper records:** Cross cut shredded or destroyed by an approved service provider.

**Electronic devices:** Deleted from the system using approved permanent deletion/destruction methods.

## **YOUR RIGHTS**

We do not process your personal data for any marketing purposes other than where you have called, text, written, emailed or enquired in person showing interest in letting or renting a property, in which case we may contact you. Where required we may pass your personal contact data to third party contractors and organisations (ie councils and utility providers) so we can fulfill our service and legal obligations.

The law gives you certain rights in relation to your personal data and to exercise or discuss these rights contact Miles Batty at [miles@tennants.co](mailto:miles@tennants.co)

### **The following rights apply to personal data we collect and process so that you can:**

- Access your personal data
- Rectify your personal data if it is inaccurate or incomplete
- Ask us to erase your personal data and prevent processing in specific circumstances
- Restrict processing of your personal data in certain circumstances
- Obtain and reuse your personal data for your own purposes across different services
- Object to processing your personal data in certain circumstances

You also have the right to lodge any data protection complaints with the Information Commissioner's Office (ICO), the UK's supervisory authority. Visit [www.ico.org.uk](http://www.ico.org.uk) for more information including how to access their helpline.

## **ACCESS TO, DELETION, AND CORRECTION OF PERSONAL INFORMATION**

You may contact us and we will be able to update your records on our data management systems – please let us know if the personal information which we hold about you needs to be corrected or updated.

If you would like to know what personal information Tennants holds about you, you may make a request to Tennants for copies of this information. We will need to see proof of identity before processing any such request (known as a 'subject access request'). If requested, Tennants will use reasonable efforts to supply, correct or delete information held about you on file. In the case of CCTV you will also need to provide the date and time in question to facilitate the search.

All subject access requests should be made in writing and addressed to: for attention of The Data Controller, Tennants, 22 New Upperton Road, Eastbourne BN21 1NU or emailed to [enq@tennants.co](mailto:enq@tennants.co); we would ask that you follow up any such request with a phone call to 01323 726687 to ensure it is dealt with promptly.

You may write to us at any time requesting amendments to certain personal information that you consider to be incorrect or irrelevant or to request that we block, erase or otherwise remove your personal information (The Right to Erasure/The Right to be Forgotten).

You may also write to us at any time to object to our use of your personal information or request that we provide your personal information in a usable electronic format and transmit to a third party (Right to Data Portability). We will comply with these requests in relation to your personal information in accordance with applicable law.

## **PERSONAL DATA BREACHES**

In order to comply with applicable law, Tennants has implemented procedures to detect, report and investigate personal data breaches.

A data breach is defined by the Information Commissioner's Office (ICO) as:

"A breach of security leading to the destruction, loss, alteration, unauthorised disclosure, or access to, personal data."

The ICO will be informed of all data breaches which present a high risk to our clients and customer's rights and freedoms and in line with applicable law, a notifiable breach will be reported within 72 hours of us becoming aware of it. The individual(s) involved will also be informed.

## **CHANGES TO THIS POLICY**

Tennants will regularly review the privacy policy as set out above and will amend and inform you as required by legislative changes.

## **COMPLAINTS**

If you have a complaint regarding how Tennants have handled your personal data please write to us in this instance at:

Tennants  
22 New Upperton Road  
Eastbourne  
BN21 1NU

Questions, comments and requests regarding this privacy policy should be emailed to [enq@tennants.co](mailto:enq@tennants.co); we would ask that if you are submitting a data request that you follow it up with a phone call to 01323 726687 to ensure it is dealt with promptly. Alternatively you may write to us at the address above.