

# Fair Processing Notice

This notice explains what information I collect, when I collect it and how I use it. During the course of my activities, I will process personal data (which may be held on paper, electronically, or otherwise) about you and I recognise the need to treat it in an appropriate and lawful manner. The purpose of this notice is to make you aware of how I will handle your information.

## **Who am I?**

I, **John Allgrove**, 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 May 2018, together with any domestic laws subsequently enacted.

I am notified as a Data Controller with the Office of the Information Commissioner under registration number **ZA165137** and I am the data controller of any personal data that you provide to me.

Our Data Protection Officer is **John Allgrove, XXX, BH9, Mobile: +447XXXX**. Any questions relating to this notice and my privacy practices should be sent to: John Allgrove e-mail: [info@jallgrove.co.uk](mailto:info@jallgrove.co.uk)

## **How I collect information from you and what information I collect**

I collect information about you:

- From your application for accommodation either by telephone or by e-mail.

I collect some if not all 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, title, e-mail address, telephone number, address (including any previous addresses);
- Property address; term, rent, deposit, utility and service responsibilities;
- Bank account details of the tenant, including account number and sort code.

## **Why I need this information about you and how it will be used**

I need your information and will use your information:

- to undertake and perform my obligations and duties to you in accordance with the terms of my contract with you;
- to enable me to supply you with the services and information which you have requested;
- to help you to manage your tenancy;
- for all other purposes consistent with the proper performance of the relationship between ourselves.

## **Sharing of Your Information**

The information you provide to me will be treated by me as confidential and will be processed only by any third party, acting on my behalf, within the UK/EEA and USA. I may disclose your information to other third parties who act for me for the purposes set out in this notice or for purposes approved by you, including the following:

- 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 you 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, I will not otherwise share, sell or distribute any of the information you provide to me without your consent.

### **Transfers outside the UK and Europe**

Your information will only be stored within the UK, EEA and USA.

### **Security**

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

Your information is stored electronically secured by a password. Paper copies of documents containing your personal information, are contained in a building protected by an alarm.

### **How long I will keep your information**

I review my data retention periods regularly and will only hold your personal data for a period of 7 years. I may not be able to delete your data before this time due to my legal and/or accountancy obligations.

### **Your Rights**

You have the right at any time to:

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

If you would like to exercise any of your rights above, please contact me at **info@jallgrove.co.uk**

Should you wish to complain about the use of your information, I would ask that you contact me in the first instance to resolve this matter. You also have the right to complain to the Information Commissioner's Office in relation to my use of your information. The Information Commissioner's contact details are noted below:

#### **England:**

Information Commissioner's Office  
Wycliffe House, Water Lane  
Wilmslow, Cheshire, SK9 5AF  
Telephone: 0303 123 1113  
Email: [casework@ico.org.uk](mailto:casework@ico.org.uk)

The accuracy of your information is important to me - please help me keep my records updated by informing me at your earliest convenience, of any changes to your e-mail address and other contact details.