

# St. Ives Lettings

---

Swallows, 27 St. Ives Road, Carbis Bay, Cornwall TR26 2JS

Tel: 01736 794547

Email: [enquiries@lettingstives.co.uk](mailto:enquiries@lettingstives.co.uk)

[www.lettingstives.co.uk](http://www.lettingstives.co.uk)

## St Ives Lettings – Privacy Statement and Data Protection Policy

The information in this document below is important - if you have any concerns or require more information please contact us.

Under the General Data Protection Regulation (GDPR) we will not be able to hold your contact details without your consent and it will not be possible for us to contact you.

This will affect our ability to act for you in our current capacity and will cause undue delays if we are unable to collect and use the data required.

Use of our website and use of email or any other means to contact us implies your consent.

You may withdraw this consent at any time, in which case we will permanently delete any information relating to you (other than any that we are required to keep by law). In this case we will not be able to act for you or provide any services.

We will take all reasonable steps to protect the privacy of your data.

Our website may use cookies – both 1<sup>st</sup> party and 3<sup>rd</sup> party (e.g. Google) – use of our website implies your consent to this.

### **Use of our website or any other means to send us information confirms the following:**

“I/we understand the information contained in this document and consent to ST.IVES LETTINGS collecting and storing my/our personal data and for this data to be used as set out in this document. I/we further agree additional consent for data to be passed to a third party, for example for referencing purposes.”



## **Data Protection changes**

Data protection has changed dramatically with the introduction of the GDPR (General Data Protection Regulation).

From 25th May 2018, Landlords and Letting Agents who handle and process personal data from tenants will be required to explain clearly why the data is being collected and how it will be used. They will require an individual's consent to be fully informed and actively and freely given. The GDPR calls for us to obtain "clear, affirmative action" from any person from whom we collect personal information, and therefore ideally requires us to gain a signature of consent to hold and use this information from landlords, tenants, applicant's and contractors.

### **Why do we need to collect personal information from Applicants and Tenants**

We require this information from you to be able to carry out a number of functions in connection with your application for a tenancy and to help us maintain it through the term that you are at the property. The data may be used and held in a number of ways.

- Holding information within our in-house software platform, "Jupix".
- To allow us consent to send you marketing information, for instance property details.
- To allow us to pass information to our referencing company "Rent4Sure", or others as required, to allow them to carry out initial referencing of your application.
- To be able to contact you in relation to your tenancy via phone, letter, text or email from data held within "Jupix".
- To allow us to pass on information to third parties such as maintenance contractors and utility companies to help maintain equipment, services and for general maintenance at the property.
- To allow us to pass information to the DPS (Deposit Protection Services) or other protection service companies in order to register/release your deposit.
- To allow us to use your information for tenancy related documents, such as tenancy agreements and memos.

We will not pass any information held by us knowingly to a third party, other than above, for purposes of marketing or in relation to anything else not connected to the set-up and management of the tenancy.

We will not retain personal information longer than is necessary. Information on Jupix will be archived.

You can withdraw your consent for us to hold information at any time. However this will affect our ability to contact you and ability to deal with and maintain the tenancy.

### **Why do we need to collect personal information from Landlords**

We require this information from you to be able to carry out a number of functions in connection with our management of your property. These may include.

- Holding information within our in-house software platform, "Jupix."
- To be able to contact you in relation to your property tenancy via phone, letter, text or email from data held within Jupix.
- To allow us to pass on information to third parties such as maintenance contractors and utility companies to help maintain equipment, services and for general maintenance at your property.
- To allow us to use your information for tenancy related documents, such as tenancy agreements, memos and for general correspondence between ourselves.
- Holding bank account transfer details.

We will not pass any information held by us knowingly to a third party, other than above, for purposes of marketing or in relation to anything else not connected to the set-up and management of the tenancy.

We will not retain personal information longer than is necessary. Information on Jupix will be archived.

You can withdraw consent at any time. However this will affect our ability to contact you and ability to deal with the management of your property.

### **Why do we need to collect personal information from contractors**

We require this information from you to be able to carry out a number of functions in connection with our management of our rental properties. These include:

- Holding general contact information within our in-house software platform, "Jupix"
- Passing your contact information to tenants or landlords where you may be required to undertake work.
- Holding bank account transfer details for payment from ourselves and when required our landlords.
- To a third party that may wish to contact you regarding your services.

# St Ives Lettings - Data Protection Statement

This Data Protection Statement explains:-

What personal information we may hold about you;

the purposes for which your personal information may be used; and

details of third parties to whom your personal information may be disclosed.

Who are we?

St.Ives Lettings are a provider of tenant vetting services to landlords and letting agents of properties in the United Kingdom. We are committed to ensuring that your privacy is protected when personal information about you is provided to us. In this Data Protection Statement when we refer to "we" or "us" we mean St.Ives Lettings

Data Protection Registration Number ZA171073

What personal information about you do we have?

We will hold personal information about you which has been provided to us by you, which may include, among other things, the following information:-

your name and email address;

your date of birth;

your gender;

details of your previous addresses;

your current employer and salary; and

details of properties formerly owned or occupied by you.

We may also hold information about you which we have received from third parties, such as credit reference agencies and fraud prevention agencies, which may include:-

all the types of information mentioned in the previous paragraph;

whether you have any adverse credit history;

whether you have any CCJs or similar judgments against you;

whether you have ever been bankrupt;

details of previous address at which you have lived;

any references given by your existing employer and/or landlord; and

details of insurance/deposit claims you have made.

There is also an online storage facility on our referencing companies website, Rent4Sure, which our customer may use to upload and store copies of important documents such as your birth certificate, passport, utility bills, bank statement and drivers licence.

We will ensure to take all reasonable steps to keep accurate and up to date any information which we hold about you. If, at any time, you discover that information which we hold about you is incorrect, you should contact us at St.Ives Lettings(01736 794547 to have the information corrected.

For what purposes will your personal information be used?

Your personal information will be used in order that we may carry out various searches and checks against you for the purposes of providing our landlord and ourselves with information which will assist them (or, as the case may be, the landlord and/or letting agent of the property you wish to rent) decide whether you are a suitable tenant.

Your personal information may also be used:-

for our own administrative purposes

in order to enable us to arrange policies of insurance for the landlords property;

for the prevention of fraud and money laundering;

for debt recovery purposes;

to make credit decision about you (which may involve credit scoring); and

to make judgments about your suitability to rent the property and make recommendations about such matters to our customer(landlord).

To whom will your person information be disclosed?

Unless we have your prior consent, we shall not sell, rent, trade or share any personal information which we hold except that:

we may disclose information which is held by us where required to do so by law or in connection with legal proceedings;

To our referencing providers, Rent4Sure;

we may also disclose your personal information (including details about your financial history and credit worthiness) to our customer, the landlords, of the property you intent/are renting;

we may also disclose your personal information to credit reference agencies;

we may disclose your personal information to third parties (such as your existing and previous employers and your existing and previous landlords) for the purpose of such persons giving us a reference about you.

## Other important information you should know

Where we have been supplied with details of third parties (such as your existing or previous employers, and your existing or previous landlords), we, or our referencing providers Rent4sure may contact those third parties with a view to verifying any information which we have been provided about yourself.

You hereby agree that we or our referencing agents may search the databases of third party data providers such as credit reference agencies and Insurance Reference Agencies for the purposes described above.

We may use your personal information to make credit decisions about you and/or to make judgments about your suitability to rent a property and make recommendations about such matters to our customer. To make or assist in the making of such decisions and recommendations, we may use a process called credit scoring and/or other automated decision making processes. Your personal details may be passed to our customer, (landlord of the property which you propose to rent.)

As explained above, your personal details may be passed on to credit reference agencies and Insurance Reference Agencies. Such agencies may record the search and such information may be shared with persons making a search against you in future and be used for credit decisions and insurance decisions and fraud prevention.

In the event of you defaulting on rental payments in terms of any lease or tenancy agreement which you may have with the landlord of the property (or their agents), such information may be supplied to credit reference agencies and Insurance Reference Agencies.

## Where you can find out more

### Why can we use your personal information in this way?

We can use your personal information in this way because you have either agreed online to us using your personal information or that you have signed a hard copy of our Tenant/Guarantor Data Protection Form. If this is not the case please let us know immediately by emailing us at St.Ives Lettings

### What if you wish to object to our use of your personal data?

If you do not consent to us using your personal information in the manner for the purposes described above you must alert the managing agent or landlord immediately.