

LONDON STONE PROPERTIES LTD

Privacy Policy for Current Landlords



Information held?	Who is collecting it?	How is it collected?	Why is it collected?	Lawful basis for processing	Who will this be shared with?	How stored?	When will it be deleted?
Landlord name	Staff	In the office, Terms and conditions, over	To use on Contract	Contract fulfilment	Landlord, Staff, local Authority & utilities, contractors"	Paper/Electronic	7 years and 1 month after property is no longer rented
			Add on lettings software	Contract fulfilment	Staff, software provider	Software	7 years and 1 month after property is no longer rented
			To be able to contact landlord e.g. viewings, tenancy progression"	Contract fulfilment	Staff	Software system	7 years and 1 month after property is no longer rented
			To use on prescribed information	Legal obligation	Staff, deposit scheme, relevant person	Paper/Electronic	7 years and 1 month after property is no longer rented
			To contact about rent payments e.g. rental statements, payments, late rent payments	Contract fulfilment	Staff	Software system	7 years and 1 month after property is no longer rented
			To contact about repairs and management issues regarding the property	Contract fulfilment	Staff, contractors	Paper/Electronic	7 years and 1 month after property is no longer rented
			To update managing agent about sublet	Contract fulfilment	Estate Management company	Paper/Electronic	7 years and 1 month after property is no longer rented
			If legal action is needed	Legal work	Solicitor, court services	Paper/Electronic	7 years and 1 month after property is no longer rented
			To use on legal documentation required by government	Legal obligation	HMRC, staff, accountants	Paper/Electronic	7 years and 1 month after property is no longer rented

Information held?	Who is collecting it?	How is it collected?	Why is it collected?	Lawful basis for processing	Who will this be shared with?	How stored?	When will it be deleted?
Landlord contact details i.e. phone number, email address, physical address (Emails and numbers are only given to let only tenants not full management. Otherwise emails and telephone numbers are only given with express permission- apart from to the authorities (e.g. the police, HMRC).	Staff	In the office, Terms and conditions, over	To use on Contract	Contract fulfilment	Staff, Tenants	Paper/Electronic	7 years and 1 month after property is no longer rented
			Add on lettings software	Contract fulfilment	Staff, software provider, IT support providers	Software	7 years and 1 month after property is no longer rented
			To be able to contact landlord e.g. viewings, tenancy progression	Contract fulfilment	Staff	Software system	7 years and 1 month after property is no longer rented
			To use on prescribed information for deposits	Legal obligation	Staff, deposit scheme, relevant person	Paper/Electronic	7 years and 1 month after property is no longer rented
			Propose potential tenants	Legitimate interest	Staff, software provider	Paper/Electronic	7 years and 1 month after property is no longer rented
			To update managing agent about sublet	Contract fulfilment	Estate Management company	Paper/Electronic	7 years and 1 month after property is no longer rented
			If legal action is needed	Legal work	Solicitor, court services, police	Paper/Electronic	7 years and 1 month after property is no longer rented
			To contact about rent payments e.g. rental statements, payments, late rent payments	Contract fulfilment	Staff	Software system	7 years and 1 month after property is no longer rented
			To use on legal documentation required by government. To prepare accounts.	Legal obligation	HMRC, staff, accountants	Paper/Electronic	7 years and 1 month after property is no longer rented
			To pay service charges	Contract fulfilment	Estate Management company and freeholder	Paper/Electronic	7 years and 1 month after property is no longer rented
			To contact about repairs and management issues regarding the property	Contract fulfilment	Staff, contractors	Paper/Electronic	7 years and 1 month after property is no longer rented
			To contact utility companies, council tax about void periods	Contract fulfilment	Staff, utility companies, Greenwich council		7 years and 1 month after property is no longer rented

Information held?	Who is collecting it?	How is it collected?	Why is it collected?	Lawful basis for processing	Who will this be shared with?	How stored?	When will it be deleted?
Landlord bank details		In the office, Terms and conditions, over the phone, email	To pay landlord rent	Contract fulfilment	Staff, bank, accountants	Paper/Electronic	7 years and 1 month after property is no longer rented
			Add on lettings software	Contract fulfilment	Staff, software provider	Software	7 years and 1 month after property is no longer rented
			To comply with the authorities	Legal obligation	Police, HMRC, Govt bodies	Paper/Electronic	7 years and 1 month after property is no longer rented
Landlord NRL Number		In the office, Terms and conditions, over the phone, email	To fulfil our tax obligations	Legal obligation	Staff, HMRC, relevant person, accountant, IT services provider	Paper/Electronic	7 years and 1 month after property is no longer rented
			Add on lettings software	Contract fulfilment	Staff, software provider	Software	7 years and 1 month after property is no longer rented
Landlord Mortgage Details		In the office, over the phone, email.	To apply for an HMO	Legal obligation	Staff, local council	Paper/Electronic	3 years after property is no longer rented
Landlord CRB check		Email	To apply for an HMO	Legal obligation	Staff, local council	Paper/Electronic	3 years after property is no longer rented
Landlord's ID and proof of address		Via Email, In the office	"Anti Money Laundering Requirements"	Legal Obligation	Staff, IT provider	Electronic	7 years and 1 month after property is no longer rented
Email Communication							This is kept for up to 5 years
Health data	Staff	In the office, over the phone, email	To comply with guidelines on matters of public interest or concern	Substantial Public Interest	Staff, relevant persons	Paper,electronic	Once no longer necessary

Your Data

We do – use data to help us provide a great service and tailor the information we share with you to help make it relevant, useful and timely

We do – respect your privacy work hard to meet regulatory requirements

We don't – sell your personal data to third parties

Special Category Personal Data

Types of special category personal data we collect may include ethnicity and race, religion, sexual orientation, details of criminal offence/convictions, details about children in households (ages and dates of birth, etc). We process this data where we have one of these additional bases of processing:

- Your consent
- To establish exercise or defend a legal claim
- Where we have a reasonable suspicion of money laundering
- Addressing public health interests and concerns to ensure the safety of our staff, customers and others with whom they may share a household

Your Rights

Access	The right to be provided with a copy of your personal information (the right of access).
Rectification	The right to require us to correct any mistakes in your personal information
To be forgotten	The right to require us to delete your personal information – in certain situations.
Restriction of processing	The right to require us to restrict processing of your personal information – in certain circumstances, e.g. if you contest the accuracy of the data.
Data Portability	The right to receive the personal information you provided to us, in a structured, commonly used and machine-readable format and/or transmit the data to a third party – in certain circumstances.
To Object	The right to object: <ul style="list-style-type: none">– At any time to your personal information being processed for direct marketing including profiling)– In certain other situations to our continued processing of your personal information, e.g. processing carried out for the purpose of our legitimate interests.
Not to be subject to automated individual decision-making	The right not to be subject to a decision based solely on automated processing (including profiling) that produces legal effects concerning you or similarly significantly affects you.

HOW CAN YOU ASK US TO STOP USING YOUR PERSONAL DATA (WHERE POSSIBLE) OR CORRECT THE PERSONAL DATA THAT WE HAVE HOLD ON YOU?

By email: julia@londonstoneproperties.com

By phone: 020 8855 2155

By post: 1 Cadogan Road, Royal Arsenal, London SE18 6SN