

LONDON STONE PROPERTIES LTD

Privacy Policy for ex-tenants



Information held?	Who collected it?	How was it collected?	Why was it collected?	Lawful basis for processing	Who was it shared with?	Who will it be shared with after departure?	How is it stored?	When will it be deleted?
Tenant name	Staff	In the Office, over the phone, self-registration, tenant application form, electronically	To use on Contract	Contract fulfilment	Landlord, Staff, local Authority & utilities, contractors, landlords, IT provider	Staff, Local authorities, IT provider	Paper/Electronic	7 years and one month after tenant leaves
			Added on property management software	Contract fulfilment	Staff, contractors, software provider	Staff, software provider	Software	7 years and one month after the tenant leaves
			Referencing	Contract fulfilment	Credit check co., employer, current landlord, referencing company, Character referee	Landlord	Paper/Electronic.	7 years and one month after the tenant leaves
			To be able to contact tenant for all property management and/or maintenance requirements	Contract fulfilment	Contractors, staff, other tenants within the property, Insurance companies, estate management, concierge	Estate management	Software systems Paper/Electronic	7 years and one month after the tenant leaves
			To process information for HMRC	Legal Obligation	HMRC, Accountants	HMRC Accountants	Software system Paper/Electronic	7 years and one month after the tenant leaves
			To register the deposit and use on prescribed information.	Legal obligation	Staff, deposit scheme, relevant person, landlord	Deposit scheme	Paper/Electronic	7 years and one month after the tenant leaves
			If a crime has occurred	Legal Obligation	Police, govt departments	Police, govt departments	Paper/Electronic	7 years and one month after the tenant leaves
			If you wish to complain to our regulatory body	Legal Obligations	Our regulatory Bodies	Regulatory Bodies	Paper/Electronic	7 years and one month after the tenant leaves
			If legal action is needed	Legal work	Solicitor, court services, bailiffs	Solicitor, court service	Paper/Electronic	7 years and one month after the tenant leaves

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			To update managing agent about sublet	Contract fulfilment	Estate Management company	Not required post departure	Paper/Electronic	
			Services	Contract fulfilment	Council tax & Utility providers, parking providers	Council tax & Utility providers	Paper/Electronic	7 years and one month after the tenant leaves
Tenant Contact details, i.e. phone number, email address	Staff	In the Office, over the phone, self-registration, tenant application form, electronically	To use on Contract	Contract fulfilment	Landlord, Staff, local Authority & utilities, contractors, landlords, IT provider	Council tax & Utility providers, IT provider	Paper/Electronic	7 years and one month after the tenant leaves
			Add on property management software	Contract fulfilment	Staff, contractors, softwareprovider	Software Providers	Software	2 years after tenant leaves
			Referencing	Contract fulfilment	Credit check co., employer, current landlord, referencing company, Character referee	Will not be shared post departure	Paper/Electronic	7 years and one month after the tenant leaves
			To be able to contact tenant e.g. property management	Contract fulfilment	Contractors, staff, other tenants within the property, Insurance companies, estate management, concierge	Staff	Software system	2 years after tenant leaves
			To use on prescribed information	Legal obligation	HMRC, Accountants	HMRC, Accountants	Paper/Electronic	7 years and one month after the tenant leaves
			If legal action is needed	Legal work	Staff, deposit scheme, relevant person, landlord	Staff, deposit scheme, relevant person, landlord	Paper/Electronic	7 years and one month after the tenant leaves
			To chase rent	Contract fulfilment	Staff,	Staff	Paper/Electronic	7 years and one month after the tenant leaves
			Discuss departure of tenant	Contract fulfilment	Staff	Staff	Paper/Electronic	7 years and one month after the tenant leaves

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			To return deposit	Contract fulfilment	Solicitor, court services, bailiffs	Solicitor, court services, bailiffs	Paper/Electronic	7 years and one month after the tenant leaves
			To update managing agent about sublet	Contract fulfilment	Estate Management company	Not required post departure	Paper/Electronic	7 years and one month after the tenant leaves
Tenant address			To use on Contract	Contract fulfilment	Council tax & Utility providers, parking providers	Council tax & Utility providers, IT provider	Paper/Electronic	7 years and one month after the tenant leaves
			Add on property management software	Contract fulfilment	Staff, contractors, software provider	Software Providers	Software	2 years after tenant leaves
			Referencing	Contract fulfilment	Credit check co., employer, current landlord, referencing company	Landlord	Paper/Electronic	7 years and one month after the tenant leaves
			To be able to contact tenant e.g. property management	Contract fulfilment	Contractors, staff, estate management	Staff	Software system	7 years and one month after the tenant leaves
			To use on prescribed information	Legal obligation	Staff, deposit scheme, relevant person	Staff, deposit scheme, relevant person	Paper/Electronic	7 years and one month after the tenant leaves
			If legal action is needed	Legal work	Solicitor, court services, bailiffs, tracing agents	Solicitor, court services, bailiffs, tracing agents	Paper/Electronic	7 years and one month after the tenant leaves
			To chase rent	Contract fulfilment	Staff		Paper/Electronic	7 years and one month after the tenant leaves
			To return deposit	Contract fulfilment	Staff, contractors, software provider	Staff,	Paper/Electronic	7 years and one month after the tenant leaves
			To update managing agent about sublet	Contract fulfilment	Estate Management company	Not required post departure	Paper/Electronic	7 years and one month after the tenant leaves

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Referencing information (Including ID and Right to Rent check information)	Staff	In the Office, tenant application form, electronically, over the phone	Referencing	Contract fulfilment	Staff, Credit check co., employer, current landlord, referencing company	Landlord upon request and permission sought from tenant. IT provider,	Paper/Electronic	Up to 3 years after the tenant leaves
Email								Up to 5 years after the tenant leaves
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	Not required post departure unless necessary	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