

Notification for Tenants

Cluttons LLP on behalf of its subsidiary companies, associated undertakings and licensees is committed to protecting and respecting your privacy.

This policy sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it.

For the purpose of the General Data Protection Regulation (GDPR), the data controller is Cluttons LLP of Portman House, 2 Portman Street, London W1H 6DU.

NATURE OF DATA

We may collect and process the following data about you:

- Identification (including copies of passport, driving license, other identifying documents)
- Contact details
- Credit ratings
- Employment status & salary
- Previous landlords
- References
- Tenancy Deposit Scheme details
- Property rented
- Rent amount, payments and any arrears

SOURCE OF INFORMATION

We may receive and process information about you from:

- yourself (data you provide)
- ourselves (data we generate)
- current & previous landlords
- credit reference agencies
- your bankers
- the Tenancy Deposit Scheme

LAWFUL BASIS

Our lawful basis for processing this data is

- our legal obligations (including our obligations under the Finances Act 2008)
- our legitimate interest to manage the rental contract on behalf of the landlord

The consequences for you if we are unable to process this data would be:

- we would not be able to continue to manage the rental contract and you would have to negotiate new arrangements with the landlord, ultimately it might not be possible for you to continue to rent the property.

RETENTION

Any data related to financial transactions will be retained for 7 years to conform with our legal obligations regarding record keeping under the Finance Act 2008.

Any data related to health and safety may be retained for up to 25 years to conform with our legal obligations under health and safety legislation such as the Reporting of Injuries, Diseases and Dangerous Occurrences Regulation 2013.

Other data may be kept for up to 7 years from termination of the rental contract in case there are queries, unless you request that we delete the data beforehand.

RECIPIENTS

To the extent that is necessary to manage and satisfy the rental contract your data may be shared with:

- our software and IT service providers
- your landlord
- your and our bankers
- the Tenancy Deposit Scheme
- credit reference agencies
- accountants, solicitors and other professional advisors
- repair & maintenance services
- on-site staff (concierges, security, etc.)

USES MADE OF THE INFORMATION

We use information held about you in the following ways:

- pre-tenancy negotiations
- management of the rental contract
- recording financial transactions
- arrangements regarding repair and maintenance
- credit management

DISCLOSURE OF YOUR INFORMATION

Where we may occasionally be required to disclose certain information to additional third parties, we will disclose data only when and to the extent that we have a legal obligation to do so.

Such third parties may include:

- law enforcement authorities
- courts, tribunals or other judicial bodies
- local authorities
- the Health and Safety Executive

TRANSFER OUTSIDE THE EEA

If the rental property is located outside the EEA we may transfer your data to estate agents and professional service providers (e.g. solicitors) in the country where the property is located as necessary to the performance of the rental contract as per GDPR Article 49(c).

Where we manage properties owned by legal entities located in the Channel Islands we may transfer your data to the owners as necessary to the performance of the rental contract as per GDPR Article 49(c).

Otherwise we do not transfer your data outside the EEA.

YOUR RIGHTS

You have the following qualified rights with regard to your personal data:

- Access – you may request we provide you with the data we hold
- Rectification – you may request we correct any inaccurate data
- Erasure – you may request we erase your data
- Restriction – you may request we stop processing your data but retain it
- Objection – you may object to us processing your data
- Portability – you may request we provide you or a nominated party with your data in a commonly used, structured and machine-readable format

You can exercise your rights at any time by contacting us at cs@cluttons.com

You also have the right to lodge a complaint with the [Information Commissioner's Office](#) or any other [European Supervisory Authority](#).

CHANGES TO THIS NOTIFICATION

Any changes we may make to this notification in the future will be posted on this page and where appropriate notified to you by e-mail.

CONTACT

Questions, comments and requests regarding this notification are welcomed and should be addressed to: cs@cluttons.com