



Lancashire Hill Ltd Personal Data Privacy Notice - August 2020

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

Who am I?

Nicola Torbett at Lancashire Hill Ltd, 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 ICO registration ZA293149.

Our company Registration Number is 10323599 and I am the data controller of any personal data that you provide to us.

Our Data Protection Officer is [Nicola Torbett, 62 Grasmere Road, Lancaster, LA1 3HB](#)

Any questions relating to this notice and our privacy practices should be sent to me at the above address.

How we collect information from you and what information I collect

We collect information about you:

- From your application for accommodation and any website forms submitted upon initial enquiry; www.lancashirehill.co.uk/apply and www.lancashirehill.co.uk/interest
- From your Photographic Identification shared with to us upon application
- From other information I request from you via email in relation to processing your application.

We may collect the following information about you:

- Prospective tenants and/or guarantor names, email address, date of birth, address (including any previous addresses, relationship to other prospective tenants, employment status, name of university or college where you are studying (if applicable));
- Tenant name, email 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);
- Next of Kin Name, Address and telephone Number;
- Guarantor name, e-mail address, telephone number, Date of Birth, address (including any previous addresses), marital status, National Insurance Number, nationality, next of kin (if applicable);
- Property address; term, rent, deposit, utility and service responsibilities;
- The employment status of tenants and/or guarantors, address, contact details (including email, phone and fax numbers) of the employer/accountant, payroll numbers, length of employment, salary information (including any regular overtime or commission), and any other income received;
- Bank account details of the tenant and prospective tenants, including account number and sort code, and any hire purchase/loan agreements/credit cards or store cards that you have; and
- Any welfare benefits that you may be eligible for, or are currently on.

Why we need this information about you and how it will be used

We need your information and will use your information:

- to undertake and perform our obligations and duties to you in accordance with the terms of our contract with you;
- to enable us to supply you with the services and information which you have requested;
- to help you to manage your tenancy;
- to carry out due diligence on any prospective tenant and/or guarantor, including whether there is any money judgements against them, or any history of bankruptcy or insolvency;
- to analyse the information we collect so that we can administer, support and improve and develop our business and the services we offer;
- to contact you in order to send you details of any changes to our suppliers which may affect you; and
- for all other purposes consistent with the proper performance of our operations and business.

Sharing of Your Information

The information you provide to us will be treated as confidential however, we may disclose your information to other third parties who act for us for the purposes set out in this notice or for purposes approved by you, including the following:

- If we, or the Landlord (DVN Property and Investments Ltd) enter into a joint venture with or merge with a business entity, your information may be disclosed to new business partners or owners.
- To provide evidence to FCA Regulated Institutions having an interest in the property for which you are applying, to provide evidence of the financial viability/risk of any loan/policy which is offered upon the property, such as Mortgage, Insurance or other loan secured against property or its income.
- 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 they 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.
- As a reference in relation to your tenancy to other Agents /Landlords, with your permission.
- Anyone to whom you give me permission in writing, permission can be grated via email / text message.

Unless required to do so by law, I will not otherwise share, sell or distribute any of the information you provide to us without your consent.

Transfers outside the UK and Europe

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

Any requirement to process your Data outside the UK and EEA will be made in writing to you for your approval.

Security

When you give us information, we take steps to make sure that your personal information is kept secure and safe. The data you submit upon application is received directly by email into a secure business email account and saved in a secure Dropbox file together with your Photo ID.

Onward processing of the data is completed digitally and online via the NRLA website and Credit check facility, The Deposit Protection Scheme/Reposit, Payprop (rent processing). References are conducted by email and data received is saved in your secure Dropbox account to which only you and we have access.

Our IT hardware is password protected and not accessible by anyone outside the business/organisation.

How long we will keep your information

We review our data retention periods regularly and will only hold your personal data for as long as is necessary for the relevant activity, or as required by law (we may be legally required to hold some types of information), or as set out in any relevant contract we have with you.

Your Rights

You have the right at any time to:

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

If you would like to exercise any of your rights above please contact us at **nicola@lancashirehill.co.uk**

Should you wish to complain about the use of your information, we would ask that you contact me to resolve this matter in the first instance. You also have the right to complain to the Information Commissioner's Office in relation to my/our 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

Wales

Information Commissioner's Office
2nd floor, Churchill House
Churchill way, Cardiff, CF10 2HH
Telephone: 029 2067 8400
Email: wales@ico.org.uk

Scotland:

The Information Commissioner's Office
45 Melville Street, Edinburgh, EH3 7HL
Telephone: 0131 244 9001
Email: Scotland@ico.org.uk

Northern Ireland:

Information Commissioner's Office
3rd Floor, 14 Cromac Place
Belfast, BT7 2JB
Telephone: 028 9027 8757
Email: ni@ico.org.uk

The accuracy of your information is important to me - please help us keep my records updated by informing me of any changes to your email address and other contact details.