



APPLETREE PROPERTY  
LETTINGS LTD

## **Privacy Notice (Fair Processing Notice)**

Appletree Property Lettings Ltd take the issue of security and data protection very seriously and adheres to guidelines published in the General Data Protection Regulation and Data Protection Act 2018.

This privacy notice aims to give you information on how we collect and process your personal data, key contact information and your rights in respect of your personal data.

### **Who are we?**

Appletree Property Lettings Ltd (reg no.11806521) is a subsidiary of Appletree Property Holdings Ltd (reg no.11803942), a company controlled by New Forest District Council.

We are registered as a Data Controller with the Information Commissioner's Office under registration number ZA552253 and we are the data controller of any personal data that you provide to us.

We can be contacted at:

Address: Appletree Property Lettings Limited, Appletree Court, Beaulieu Road, Lyndhurst, Hampshire, SO43 7PA.  
Telephone number: 02380 285564  
Email: [contact@appletreelettings.co.uk](mailto:contact@appletreelettings.co.uk)

If you have any questions relating to this privacy notice or our privacy practices in general please contact the Property Manager of Appletree Property Lettings Limited using the above contact details or our Data Protection Officer at the above address or email: [data.protection@nfdc.gov.uk](mailto:data.protection@nfdc.gov.uk)

### **How we collect information from you and what information we collect**

We collect information about you:

- From your application for a tenancy
- From credit check agencies
- From persons or organisations providing references

We collect the following information about you:

- Applicants / tenants and household members: Name, e-mail address, telephone number, date of birth, address (including any previous addresses), marital status, National Insurance Number, nationality, next of kin;
- Emergency contact: name, email address, telephone number, address;
- 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, including account number and sort code, and any hire purchase/loan agreements/credit cards or store cards that you have;
- Any welfare benefits that you may be eligible for, or are currently on;
- Any criminal convictions.

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

We need your information to:

- Process and assess your application for a tenancy, to enter a tenancy with you and to administer your tenancy;
- Undertake and perform our obligations and duties to you in accordance with the terms of our contract with you;
- Check that the property is suitable for any medical requirements;
- Complete 'right to rent' checks, a legal obligation for landlords to assess if applicants are legally entitled to live in the UK;
- Complete financial checks to comply with money laundering legislation;
- Carry out due diligence on any prospective tenant and/or guarantor, including whether there is any money judgements against them, any history of bankruptcy or insolvency or any criminal convictions;
- Check past addresses to ensure that previous tenancies have been maintained satisfactorily;
- Enable us to supply you with the services and information which you have requested;
- Help you to manage your tenancy;
- Investigate any complaints you may make regarding your tenancy;
- Contact you or your next of kin in the event of an emergency;
- Analyse the information we collect so that we can administer, support, improve and develop our business and the services we offer;
- Contact you to send 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 and will only be processed by any third party acting on our behalf, within the UK.

We may disclose your information to third parties who act for us for the purposes set out in this notice or for purposes approved by you, including the following:

- 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. This will include checks to determine any history of bankruptcy or insolvency;
- If repairs are required in the property you are living in, we will provide your name and contact details to contractors, so they can arrange access to the property.
- 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 may be disclosed to the relevant local authority, tenancy deposit scheme administrator or service/utility provider.

Unless required to do so by law, we 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.

### **Security**

When you give us information, we take steps to make sure that your personal information is kept secure and safe. Appletree Property Lettings Limited use a password protected computer system, installed with Microsoft Office 365 cloud-based software and data storage. The servers for Microsoft Office 365 are all based within the UK. Any paper records containing data are kept in a locked cabinet, in a secure office environment.

### **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 your tenancy agreement.

Appletree Property Lettings Ltd will retain and destruct records as per the following:

- If an applicant is not successful in applying for a tenancy, their data will be destroyed after 6 months (allowing a grace period in case of an appeal or complaint).
- If an applicant is successful in applying for a tenancy, data will be retained throughout the tenancy period and destroyed 12 months after the tenancy ends.

Disposal will be undertaken in a secure manner which is applicable to the nature of the record in all formats ensuring that all electronic backups of destroyed records are also destroyed.

Where litigation is contemplated or ongoing, any planned destruction of relevant records may be delayed until the litigation (including any appeal) is concluded.

### **What are the lawful basis for processing your personal data?**

Generally the lawful basis for processing your information is where: -

- you have given consent
- you have entered into a contract with us
- it is necessary to perform our statutory duties
- it is necessary to protect someone in an emergency
- it is required by law
- it is necessary for employment purposes
- it is necessary for the establishment, exercise, or defence of legal claims
- you have made your information publicly available
- it is to the benefit of society as a whole
- it is necessary to protect public health
- it is necessary for archiving, research, or statistical purposes
- it is in the public interest to do so
- there is a legitimate purpose
- it amounts to a substantial public interest
- it concerns social security law or employment law

In most instances, contract will be the most applicable lawful basis which we will rely on and we will be process your data to carry out checks before entering into your tenancy with you and then in order to deliver your tenancy services to you.

**Please note** where we are relying on consent to process your personal data, you have the right to withdraw this consent at any time. However, this will not affect the lawfulness of any processing carried out before you withdraw your consent. If you withdraw your consent, we may not be able to provide certain services to you. We will advise you if this is the case at the time you withdraw your consent.

## **Your Rights**

You have a number of qualified rights in respect of your personal data. You have the right at any time to:

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

If you would like to exercise any of your rights above, please contact us at [contact@appletreelettings.co.uk](mailto:contact@appletreelettings.co.uk). Our Information Rights Policy explains your rights in respect of your data in more detail and can be obtained from our website at [www.appletreelettings.co.uk](http://www.appletreelettings.co.uk) or upon request.

The accuracy of your information is important. Please help to keep our records updated by informing us of any changes to your contact details.

Should you wish to complain about the use of your information, we would ask that you contact us to resolve this matter in the first instance at [contact@appletreelettings.co.uk](mailto:contact@appletreelettings.co.uk). You also have the right to complain to the Information Commissioner's Office in relation to our use of your information. The Information Commissioner's contact details are noted below:

Information Commissioner's Office  
Wycliffe House, Water Lane  
Wilmslow, Cheshire, SK9 5AF  
Telephone: 0303 123 1113  
Email: [casework@ico.org.uk](mailto:casework@ico.org.uk)  
Website: <https://ico.org.uk>