

# Name of rental business: Vision Investments T/A New Leaf Homes.

## **LANDLORDS PRIVACY NOTICE – SHORT VERSION – FOR TENANTS, RESIDENTS AND GUARANTORS**

**IMPORTANT** – you should refer to the standard privacy notice for all the information we give about collecting and handling your information which is incorporated into this notice. To access this, go to <http://www.rla.org.uk/standard-privacy-notice>

Name of Landlord: Vision Investments Ltd T/A New Leaf Homes

Address of Landlord: 13 Orchard Road, Shere, Guildford, GU5 9HU

Telephone number: 01483 890722

Email address: [info@newleaf-homes.com](mailto:info@newleaf-homes.com)

Date created: 23/04/2019

### **Purpose of this initial notice**

In line with the General Data Protection Regulations (GDPR) effective from 25<sup>th</sup> May 2018, we are committed to protecting and respecting your privacy. This is a summary of our privacy notice to tell you what personal information about you we collect, hold and use. This notice is addressed to our tenants, residents and guarantors including prospective and former tenants, residents and guarantors. Please note that by issuing this notice we do not commit ourselves to giving you a tenancy.

For further details please see the standard version of our privacy notice which forms part of this notice. This can be viewed at [www.rla.org.uk/](http://www.rla.org.uk/) [ ]. Alternatively, a hard copy is also available upon request at any time.

### **Information we collect, hold and use about you**

- Identity and contact details.
- Personal and background information.  
Your next of kin.
- Bank details.  
Your car registration number (if any).
- Details about your University/College course (if any) or employment (if any).  
Tenancy and deposit information.
- Rent and other payments including arrears.
- Repairs and complaints.
- Details about Council Tax, water charges and Utilities.
- Details of Welfare Benefits where applicable.
- Correspondence emails and records.
- Audio and cctv recordings (if any).
- Website and online portal information.

This information is collected from you mainly via an application form and also from third parties. Additionally, we may undertake credit or similar checks to obtain information about you or request a reference from an existing or former landlord or employer etc.

Further details are given in the standard privacy notice.

### **Who do we need this information about?**

We need information about you as a prospective tenant, about any prospective resident and also information about any guarantor (where a guarantee is taken).

### **How might this information be collected?**

This information can be collected –

- By email.
- By post.
- In person.
- In digital form.
- Over the telephone.

### **Who this information might be shared with?**

These include –

- Joint tenants (if any).
- Guarantors (if any).
- Tenancy deposit protection body.
- Letting and managing agents.
- Other landlords, e.g. for references.
- Contractors and suppliers.

- Insurance companies, e.g. if we take out rent insurance.
- Internet and email providers.
- The Home Office (relating to immigration/right to rent checks).
- Utilities and water companies.
- Debt collectors and tracing agents
- Professional advisers.
- Next of kin etc., (in an emergency).
- Public and local authorities and regulatory bodies.

Further details are set out in the standard privacy notice.

**Where is this information stored?**

- In an electronic form on a computer, tablet or mobile phone.
- On a web-based portal (where a website is operated).
- In hard copy form in a manual filing system.

**Length of time for storage of data**

We usually keep information for 12 months if the tenancy does not go ahead or for 7 years from the date you finally vacate where a tenancy is entered.

**What happens if this information is not provided**

We require this information in order to enter into a tenancy agreement and to check your suitability for a tenancy. If this information is not provided in full then your application for a tenancy cannot proceed.

**Why we need this information**

This includes as necessary –

- For contractual performance so that we can arrange the letting and enter into a tenancy agreement or guarantee with you.
- For contractual performance so that we can manage any tenancy and the property including collecting rent and arranging repairs.
- In relation to details regarding any next of kin in your vital interests, e.g. in the case of an emergency.
- In our legitimate interests in relation to personal and background information so we can assess your suitability to be a tenant, resident or guarantor (as the case may be).
- To perform our legal obligations in relation to carrying out right to rent (immigration status) checks and in order to protect any tenancy deposit which is paid as well as other legal obligations arising during the course of any tenancy.

Full details, including further reasons why this information is needed are set out in the standard privacy notice.

**You have the following rights**

- To object to us processing data (applicable where we rely on the legitimate interests)
- Access to your data and further details about what data processing activities are carried out.
- Erasure (the right to be forgotten).
- To restrict processing.
- Data portability.

For further details of these rights please see the standard privacy notice.

**Withdrawal of consent**

If your consent provides us with a legal gateway to process data about you, you can withdraw this at any time by telling us by email/post/telephone using the contact details above.

**Complaints**

We operate our own internal complaints policy and if you have any concerns about the way in which we collect or handle your data please contact us using the details above.

Additionally, you have the right to lodge a complaint with the supervising authority who is –

Information Commissioner  
 Information Commissioner’s Office  
 Wycliffe House  
 Water Lane  
 Wilmslow  
 Cheshire  
 SK9 5AF

If any of your personal data changes, please let us know as soon as possible so that we can amend our records.

**Additional data processed/processing activities:**

Insert here any additional data processed or who it is shared with, where not set out in the standard privacy notice (if any).

We are obligated to take ID's as proof of residency at this time. We also require the students certificate should we be taking on a student.

**Names of persons/organisations/public authorities with whom information is regularly shared**

Where we are able, we must provide you with the identity of the persons/organisations/authorities with whom data is regularly shared.

Email provider: Tech 24 who also maintain our computers and network.

Website provider/host (if any): Acquaint, they also provide the property management software on our computer systems and host our web site..

Accountant: Niall McConkey, of Aims Accounting is our accountant

Landlord's bank: Lloyds Bank

Landlord's insurance (rent insurance and/or public liability): Professional Indemnity is insured by 50% Acapella Lloyds Syndicate 2014 and 25% Novae Lloyds Syndicate and 25% China RE Syndicate 2018. Rent insurance is with Van Mildert currently and we offer a zero-deposit scheme via Blink. We may use other reputable Reference providers going forward. Each tenant will be notified accordingly.

Professional Advisers: RLA (Residential Landlords association.) We do not disclose personal information of our clients to them, however, we ask advice around the subject or problem.

Letting/managing agent (if any): Martin & Co are also Agents we work with but they do not have information of our specific clients or customers, however would have the right to ask us for them should they choose to do so.

Contractors etc., regularly employed to maintain the property.  
Aquatec: Simon Scanlon does our plumbing and gas work, Peter Gajdos: Builder / handyman. These companies would not automatically have personal details.  
Sue Doughty from Inventory Base who contact the tenants directly to arrange appointments with the tenant for the check in and check out.

Joint tenants (if any): Both tenants are on our contracts and they know each other.

Water Company, we would use mainly Thames Water and all accounts are in New Leaf Home's name. They will not have personal data of our tenants. If a property owner required us to manage an account in their name we would have been given permission or instruction to do so. Most managed property lets are in the tenants name and they arrange for their own accounts.

Deposit (if any) protected with: DPS (Deposit Protection Service) They keep the deposits for our tenants and have the right to full information and to contact the tenant directly to return deposits and resolve disputes.

Service providers (e.g. Broadband) where landlord arranges services: This is in the company name Vision Investments or the trading name, New Leaf Home's, and not the tenants name in most cases. Managed properties are where the tenants have their own accounts.

Gas and electric company (where the landlord organise the supply): : This is in the company name Vision Investments or the trading name, New leaf Home's, and not the tenants name in most cases. Managed properties are where the tenants have their own accounts.

Note: Any joint tenants are identified in your tenancy agreement and you will be aware if any are any guarantors.

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