

Privacy Statement in relation to Tenants

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 are we?

Your landlord, Richard Watts Charities, 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.

Richard Watts Charities are a registered charity in England and Wales number 212828. We are notified as a Data Controller with the Office of the Information Commissioner under registration number Z3413240 and we are the data controller of any personal data that you provide to us.

Our Data Protection Officer is Miss Jane Rose, Chief Officer at Richard Watts Charities. Any questions relating to this notice and our privacy practices should be sent to her. She can be reached on 01634 823114 or by email at jane.rose@richardwatts.org.uk

How we collect information from you and what information we collect

We collect information about you:

- From your application for accommodation with Richard Watts Charities
- From your tenancy agreement or guarantor agreement

We collect the following information about you:

- Tenant name, e-mail address, telephone number Date of Birth, address (including any previous addresses), marital status, National Insurance Number, nationality and UK residency rights, 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);
- 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;
- Bank account details of the guarantor (if appropriate), including account number and sort code, and any hire purchase/loan agreements/credit cards or store cards that exist; 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, 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 or supplies 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. 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 enter into a joint venture with or merger with a business entity, your information may be disclosed to our new business partners or owners;
- To credit referencing agencies in order 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 or your guarantor, or to determine if they have a history of bankruptcy or insolvency;
- If you or your guarantor 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 e.g. our contractors and sub-contractors in order that repairs or works which are the landlord's responsibility may be carried out.

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

How we look after your information

We take the security of your information seriously and are bound by law to ensure your information is kept safely. We will use all reasonable efforts to do this. In the unlikely event that our processes do not meet our high standards we will tell you immediately. When we collect information, we will only collect what we need and keep it to a minimum. We will adhere to our internal policies and will abide by laws and the recommendations of the Information Commissioners Office.

We will take appropriate physical, electronic and managerial measures to ensure that we keep your information secure and we will only keep it as long as is reasonable and necessary.

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 jane.rose@richardwatts.org.uk

Or by post to
Miss Jane Rose Chief Officer
Richard Watts Charities
Admin Office Watts Almshouses Maidstone Road
Rochester Kent ME1 1SE

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. 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

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

July 2018

