



GASCOYNE LONDON

Gascoyne Estates Limited - Privacy Notice for Tenants

1 About this document

- 1.1 At Gascoyne London, we are committed to protecting and respecting individuals' privacy. This privacy notice explains what information we collect about you, how and why we process (collect, store, use and share) your personal information, your rights in relation to your personal information and how to contact us or make a complaint.
- 1.2 When we process your personal information, we are responsible as 'controller' of that information and recognise the need to treat it in an appropriate and lawful manner, in accordance with European and UK data protection laws.
- 1.3 Your personal information is information relating to you as an individual. It does not include information relating to organisations.
- 1.4 This document applies to personal information relating to residential tenants on all estates, including those in Hertfordshire, Dorset and London.

2 Who are we?

For the purposes of data protection legislation, the data controller is:

Gascoyne Estates Limited,
Hatfield Park Estate Office,
Hatfield Park,
Hatfield,
Hertfordshire,
AL9 5NF

ICO Registration: Z9750760

3 The personal information we collect and use

- 3.1 We may collect and use the following information before, during and after your tenancy (this applies to all adults who live at the property):
 - 3.1.1 Your name, contact details (current and previous addresses, home and phone numbers, email address), and next of kin (name, relationship and home and mobile phone numbers).
 - 3.1.2 Your date of birth.



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- 3.1.3** Details of your tenancy, including start and end date, details of the property and deposit information.
 - 3.1.4** Financial information, including your credit history and bank account details.
 - 3.1.5** Your employment status and details.
 - 3.1.6** References from previous landlords.
 - 3.1.7** Evidence of your legal entitlement to live in the UK from documents such as your passport (including sensitive information regarding your race and ethnic origin).
 - 3.1.8** Names and dates of birth of other residents of your property, including children.
 - 3.1.9** Your National Insurance number.
 - 3.1.10** A copy of your gun license if you have one.
 - 3.1.11** Your vehicle registration number.
 - 3.1.12** Any other information you provide to us during your tenancy (for example, if you write to about your own circumstances).
- 3.2** The extent to which we process the categories of information detailed above may differ depending on the nature of your tenancy.

4 How we collect this information

We may collect this information from you, your referees, other tenants and visitors to the estate, credit check agencies, or our estate agents (where we have used them).

5 How we are likely to use your personal information

- 5.1** We may use your personal information:
- 5.1.1** To assess your suitability as a tenant (including checking references) and decide whether to offer you a property.
 - 5.1.2** To make decisions about the terms of your tenancy and whether to offer you a new tenancy or renewal.
 - 5.1.3** To check that you are legally entitled to reside in the UK.
 - 5.1.4** To provide references to other landlords and credit reference agencies.
 - 5.1.5** To allow us to enter into and fulfil your tenancy contract.



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5.1.6 To deal with legal disputes in relation to the tenancy.

5.1.7 For fraud prevention.

5.1.8 To comply with health and safety legislation.

6 How we will use your sensitive information

6.1 This includes information that reveals your racial or ethnic origin, political opinions, religious or philosophical beliefs, or trade union membership, genetic information, biometric information used for identification purposes, or information relating to your health, sex life or sexual orientation. It also includes information about your criminal record, offences and related security measures. We will use sensitive information about you in the following ways:

We will use sensitive information about your racial and ethnic origin in order to check that you are legally entitled to reside in the UK. We may use sensitive information about your health in order to adjust your property to suit your needs.

7 Reasons we can collect and use your personal information

7.1 We rely on the following lawful bases in order to collect and use your personal information:

7.1.1 Where we need to use your information for the performance of your tenancy contract or taking steps to enter into a contract.

7.1.2 Where collecting and using your information is necessary for us to comply with a legal obligation (including our obligations to you under tenancy legislation and health and safety legislation).

7.1.3 Where the use of your personal information is in our, you're, or a third party's legitimate interests which might reasonably be expected as part of running our business, and which does not materially impact your rights, freedoms or interests (such as passing your name and forwarding address to utility companies or requesting references from former landlords).

8 Who we share your personal information with

8.1 We will share your personal information with a limited number of third parties, in order to fulfil our legal obligations and to enter into and carry out our contract with you. These will include:

8.1.1 Law enforcement or other authorities if required by applicable law.

8.1.2 Our IT Support Company, who hold our business records, including those containing personal information, which are stored in the cloud.



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- 8.1.3** Credit agencies for the purposes of conducting credit checks.
- 8.1.4** Former landlords, for the purposes of checking references.
- 8.1.5** Utility companies, the local authority and government agencies for the purposes of managing our properties and the wider estate, including registering you for the supply of services.
- 8.1.6** Letting agents for the purposes of re-marketing the flat for re-letting and agreeing access to view the flat.
- 8.1.7** Our property management software providers, when they are providing support and maintenance of our software.
- 8.1.8** Our contractors, when they need to contact you in order to arrange to visit your property to perform maintenance work.
- 8.1.9** An Out of Hours emergency company and a security services company (London residents only).
- 8.1.10** Survey Monkey, for evaluating your satisfaction with the service that we provide to you (London residents only).

9 Transfer of your information outside of the EEA

We use external financial administrators, who are based in Jersey. The administrators have access to our live accounting system and other financial records to be able to ensure that adequate control is being exercised over their assets by the Finance Team at Hatfield. As part of this access to accounting records, they can view some personal data. Jersey has been deemed by the European Commission to provide an adequate level of protection for personal data, in line with those provided under European data protection law.

We do not intend to make any further transfers of your information to anyone else outside the EEA during our general operations. The information we hold is stored in the UK and Republic of Ireland. In the event that we do need to transfer your information overseas, we will inform you accordingly.

10 How long your personal information will be kept

- 10.1** We will not keep your personal information for longer than is necessary for the purpose for which it was collected, unless it is transferred to our archives. We retain tenancy records for the following periods:

- 10.1.1** Tenancy files (which include the lease and general correspondence) are retained for 13 years from the end of the year that your tenancy ends in (for example, if your tenancy ends in June 2019, the file will be kept until the end of December 2032). A limited record of tenants (property, names, dates of tenancy and rent paid) and long leases (i.e. those over 25 years) will be transferred to our archives for permanent preservation.



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- 10.1.2** Rent registration forms (for the registration of fair rents) are retained permanently.
- 10.1.3** Records relating to building works and maintenance are retained permanently in our archives. While these generally do not contain personal information relating to tenants, they may occasionally mention tenants' names.

10.2 All records that have reached the end of their retention period (and which are not kept in our archives) will be securely destroyed or deleted as part of our records management process. This includes the personal information that we enter into our property management and accounting software. We retain a backup of our digital files for up to 180 days, for business continuity purposes.

11 Archiving in the public interest

We have a large and historic archive at Hatfield House, which consists of papers generated through the administration of all of the estates and associated businesses, as well as personal papers of the Earls and Marquesses of Salisbury and their families. Our archives date from the 13th century to the present day and are in both paper and digital formats. Some of the more recent archives that we hold may contain personal information about living people. We retain a brief summary of former tenants, including their name, dates of tenancy, property and rent paid. We keep this personal information under the exemption of 'archiving in the public interest' and it will be handled according to the relevant safeguards in data protection legislation.

12 Your rights

- 12.1** Under data protection laws, you have a number of important rights which you can exercise free of charge. In summary, these include the right to:
 - 12.1.1** Access to your personal information and to certain other supplementary information that this privacy notice is already designed to address.
 - 12.1.2** Have inaccurate information held about you emended or completed if it is incomplete.
 - 12.1.3** Have personal information erased in certain circumstances.
 - 12.1.4** Request the restriction of your personal information in certain circumstances.
 - 12.1.5** Receive your personal information which you have provided to us, in a structured, commonly used and machine-readable format and require us to transmit that information to a third party in certain situations.
 - 12.1.6** Object to processing of your personal information where your interest in stopping the processing overrides ours.



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- 12.2** For further information on each of those rights, including the circumstances in which they apply, see the Guidance from the UK Information Commissioner's Office (ICO) on individuals' rights under the General Data Protection Regulation.
- 12.3** If you would like to exercise any of those rights, please:
- 12.3.1** Email us at dataprotection@gascoyneholdings.co.uk.
 - 12.3.2** Let us have enough information to identify you.
 - 12.3.3** Let us have proof of your identity and address (a copy of your driving licence or passport and a recent utility or credit card bill).
 - 12.3.4** Let us know the information to which your request relates.

13 Keeping your information secure

- 13.1** We will ensure that appropriate measures are taken against unlawful use of your personal information to ensure that it is not lost or used or accessed in an unauthorised way. We limit access to your personal information to those who have a genuine business need to know it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality.
- 13.2** We also have procedures in place to deal with any suspected information security breach. We will notify you and any applicable regulator of a suspected information security breach where we are legally required to do so.
- 13.3** Maintaining data security means guaranteeing the confidentiality, integrity and availability (for authorised purposes) of the personal information.

14 How to complain

- 14.1** We hope that we can resolve any query or concern you raise about our use of your information.
- 14.2** You also have the right to complain to the UK Information Commissioner, who may be contacted at <https://ico.org.uk/concerns/> or by telephone on 0303 123 1113. If you live or work elsewhere in the EU or EEA, you can also complain to your local supervisory authority.

15 Changes to this privacy notice

We may change this privacy notice from time to time. We will notify you of significant changes.



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16 How to contact us

- 16.1** Please contact us if you have any questions about this privacy notice or the information we hold about you. If you wish to contact us please send an email to dataprotection@gascoyneholdings.co.uk, or write to Records Manager, Gascoyne Estates Limited, Hatfield Park Estate Office, The Melon Ground, Hatfield, Herts AL9 5NB