

Privacy Notice (Tenant)

The **Data Controller** connected with this **Privacy Notice** is Nine Elms Real Estate Ltd trading as Battersea & Nine Elms Estates.

1. Purpose

In this instance your data is being processed for the specific purpose of enabling you to rent a property.

2. Lawful Basis

The collection of your data for this purpose is under the **Lawful Basis** of Contract, because we need to process this information in order to execute a Tenancy Agreement between the Data Subject (Tenant) and the Landlord, who has instructed Nine Elms Real Estate Ltd trading as Battersea & Nine Elms Estates to act as their Agent in this matter.

3. Information Collected

The personal data we will collect and process about you in connection with this purpose is:

- 3.1. Name
- 3.2. Telephone number(s)
- 3.3. Email Address
- 3.4. Proof of ID (for Right to Rent checks)
- 3.5. Proof of Address
- 3.6. Bank details (for the repayment of the deposit)

In addition, we may collect other non-personal data regarding you, such as job title, employer and salary details to confirm affordability.

4. Retention

Under the Lawful Basis referenced in paragraph 2, your data will be retained to the end of the financial year in which your tenancy ceases and for a further 6 years thereafter in accordance with HMRC requirements for financial record keeping.

5. Destruction

At the end of this retention period your data will be destroyed using an approved method unless prevented by Court order.

6. Data Sharing

Whilst we control your personal data we will need to share this data with the following parties, for the following purposes, in order to provide you with the services you are seeking from us:

- 6.1. Our IT support providers Computerate and Vebra (ZPG Ltd) for the sole purpose of providing Nine Elms Real Estate Ltd trading as Battersea & Nine Elms Estates with IT services to maintain and store a consumer database so we can provide you with our service.
- 6.2. Barbon Insurance Group Ltd (trading as Homelet) for the sole purpose of referencing tenants.
- 6.3. Howard Property Services and Fletcher Lopez Ltd for the sole purpose of providing inventory services and Check-In and Check-Out services at the start and end of a tenancy.

- 6.4. The Local Authority for the sole purpose of managing the tenant's liability for council tax.
- 6.5. Utility Companies for the sole purpose of managing the tenant's liability to pay for utility consumption whilst renting the property.
- 6.6. Contractors (various) for the sole purpose of cleaning and maintaining properties let or managed by Nine Elms Real Estate Ltd trading as Battersea & Nine Elms Estates. Specific company details, if required, can be confirmed to the data subject when arrangements are made for contractor to visit the property they rent.
- 6.7. HSBC, Nine Elms Real Estate Ltd trading as Battersea & Nine Elms Estates' bankers for the purpose of taking payments and repaying deposits.
- 1.1. PropertyMark for the sole purpose of using their Client Money Protection scheme.
- 1.2. Computershare Investor Services Plc for the sole purpose of using their Deposit Protection Scheme.
- 1.3. The Property Ombudsman for the sole purpose of administering any investigation by them.
- 1.4. [The dispute service limited \(TDS\) for the sole purpose of using their Deposit Protection Scheme.](#)
- 1.5. [Paragon Scheme Management Services ltd for the sole purpose of referencing tenants.](#)
- 1.6. [Goodlord Protect Limited for the sole purpose of referencing tenants and administering a tenancy agreement.](#)
- 1.7. [Adobe Inc for the sole purpose of sending legal documents or agreements.](#)
- 1.8. [Signable Ltd for the sole purpose of sending legal documents or agreements.](#)

2. Rights of the Data Subject

- 2.1. Under the General Data Protection Regulation, you, the Data Subject have certain rights regarding the control and processing of your personal data. Details regarding your rights can be found on the Information Commissioner's Office (ICO) [website](#).
- 2.2. Should you wish to contact Nine Elms Real Estate Ltd trading as Battersea & Nine Elms Estates in order to exercise any of these rights, please email our **Data Protection Administrator** using the following email address: data@battersea9elms.co.uk. Alternatively, please call +44 (0) 207 720 6089.

3. Security

- 3.1. Recognising the importance of personal data to our consumers, we endeavour to put in place appropriate organisational and technical measures to protect that data.
- 3.2. Personal data we hold on electronic media is encrypted and stored in a secure data centre located in the UK.
- 3.3. We do not generally hold personal data on paper. Where we do take it, we shred it just as soon as the details have been transferred onto our IT systems.
- 3.4. **Data Subjects** should be aware that not all electronic communications are secure. We use Transport Layer Security (TLS) to encrypt and protect email traffic in line with government advice. However, if your email service

does not support TLS, you should be aware that any emails we send or receive may not be protected in transit.

3.5. We will also monitor any emails sent to us, including file attachments, for viruses or malicious software. Please be aware that you have a responsibility to ensure that any email you send is within the bounds of the law.

4. Additional Services

As a consumer of our services we may occasionally contact you to make you aware of other similar services we offer, which we feel could be of assistance to you. Such communications will be sent to you under the Privacy and Electronic Communications Regulations and you will be given the option to opt out of similar communications on each occasion.

5. Data Protection Concerns

Should you have any concerns regarding the way an organisation is processing your personal data, the ICO recommends that in the first instance you contact the organisation concerned. If the organisation does not address those concerns in an appropriate manner, you then have the option to escalate the issue to the ICO. If you wish to contact us because you have concerns about our use of your personal data, please contact us using the details provided in paragraph 7.2.

6. Updates

This Privacy Notice is kept under review and it is update as appropriate. It was last updated on 5th February 2024.