

# Juicy Property Ltd Data Privacy



This notice explains what information we collect, when we collect it and how we use it. 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?**

We are tenancy management company Juicy Property Ltd (company number 06651500, registered at 155 Newton Drive, Blackpool, FY3 8LZ), trading as Juicy Property. We manage your tenancy on behalf of your landlord, our only landlord client, Oliver Cornes. We 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.

We are notified as Data Controllers with the Office of the Information Commissioner under registration numbers Z1421452 (Juicy Property Ltd) and we are the data controllers of any personal data that you provide to us.

Our Data Protection Officer is Oliver Cornes. Any questions relating to this notice and our privacy practices should be sent to this person.

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

We collect information about you:

- From your enquiry about or application for accommodation
- From your credit check application and tenancy application forms
- From documents or information you provide to us during your tenancy (for example on paper, or by email, message or phone call)
- From your payments to us
- From the local authority (if you have given consent for them to share your information with us)

We collect the following information about you:

- Tenant name, e-mail address, telephone number, date of birth, address (including any previous addresses), title, marital status, job title, number of children, National Insurance Number, nationality, 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), a copy of your passport, copies of your recent bank statements, copies of recent utility bills, previous landlord reference, employer reference, credit check results.
- Guarantor name, e-mail address, telephone number, Date of Birth, address (including any previous addresses), property title number, marital status, National Insurance Number, nationality, next of kin (if applicable), passport copy, recent bank statement copies, copy of Land Registry property title document.

- 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; and
- Any welfare benefits that you may be eligible for, or are currently on, your benefits payment receipts and circumstances, and any local authority deposit scheme.

### **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 your tenancy contract with your landlord;
- 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 are 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 service 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 by us as confidential. We may disclose your information to other third parties for the purposes set out in this notice or for purposes approved by you, including the following:

- We share your personal data with your landlord, because you have a contract with your landlord and we need to share data with the landlord to deliver our service to the landlord and to you.
- To carry out repairs, maintenance and improvements to the property you rent, using third-party service providers (for example plumbers, locksmiths etc)
- 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/guarantor, or to determine if they have a history of bankruptcy or insolvency;
- 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 will be disclosed to the relevant local authority, tenancy deposit scheme administrator (e.g. the DPS), service/utility provider, freeholder, factor, facilities manager or any other relevant person or organisation in connection with this.
- If we enter into a joint venture with or merged with a business entity, your information may be disclosed to our new business partners or owners;

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**

Where information is transferred outside the UK or EEA, (for example if your data is stored in a software service whose servers are outside that region) we ensure that there are adequate safeguards in place to protect your information in accordance with this notice, for example a decision by the European Commission that the third country has adequate safeguards in place.

### **Security**

When you give us information we take steps to make sure that your personal information is kept secure and safe:

- We use strong (hard to guess) passwords and secure password managers
- All electronic devices have their software regularly updated
- All electronic devices require a password, fingerprint or PIN for access
- All third-party services used for data storage use two-factor authentication wherever possible
- All paper documentation is stored in a secure location with controlled access
- Wherever possible we do not store paper copies of documents and instead store scanned electronic copies in secure systems.

### **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 any relevant contract I have with you. Once a tenancy ends and there are no arrears, information used to evaluate tenants prior to the tenancy starting (for example copy bank statements, passport etc) are destroyed, as are personal data like mobile phone numbers. We do not retain personal information about unsuccessful tenancy applicants beyond their application.

### **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: [ollie@juicy-property.co.uk](mailto:ollie@juicy-property.co.uk) or call 01708 30 30 30. Formal requests must be in writing or by email.

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, contact details or other personal information.

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](mailto:casework@ico.org.uk)