

Personal Data Privacy Notice

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?

Questside Management Limited at 41 The Broadway, Joel Street, Northwood Hills, HA6 1NZ, UK. 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 a Data Controller with the Office of the Information Commissioner under registration number Z8868802 and we are the data controller of any personal data that you provide to us.

Our Data Protection Officer is Vedaant Patel, 41 The Broadway, Joel Street, Northwood Hills, HA6 1NZ, UK

Any questions relating to this notice and our privacy practices should be sent to info@questside.com or mailed to Questside Management Limited, 41 The Broadway, Joel Street, Northwood Hills, HA6 1NZ, UK

How we collect information from you and what information we collect

We collect information about you:

- From your application for accommodation either directly to us or via another source
- From correspondence between you and us directly
- From third parties verifying your right to rent and credit worthiness
- From referees

We collect the following information about you:

- **Identity and contact details for tenants/residents** – Name, Contact addresses (including email address), Telephone numbers, Date of Birth, National Insurance Number, Car registration numbers
- **Personal details and background** - Details about present property, Details of current landlord, Current status (e.g. employed/student), Details of employer/University/College or Accountant (if self-employed), Details of any benefits received or entitled to, Details of any benefits received or entitled to, Details of other persons who will occupy the property, Details of bankruptcy/court judgments, Next of kin, Any pets which will live at the property, Personal referee, Photographs from tenants
- **Bank Details** - Bank/Building Society information
- **Verification and Credit status / Rent Concessions** - Previous Bank Statements, Credit checks, Tenant References
- **Tenancy details** - Address of property, Length of tenancy, Start date of tenancy, Rent payable, Renewals
- **Joint tenants and other residents** - Details of any joint tenants including contact details, Details of any other residents linked to the tenancy and contact details
- **Deposits** - Amount of deposit paid, Name and address and amount of deposit paid by any third party, Tenancy deposit prescribed information, Notification/correspondence with tenancy deposit scheme regarding taking and holding deposits
- **Guarantors** - Name of Guarantor/s, Address of Guarantor/s, Contact addresses for Guarantor/s (including email addresses), Telephone numbers for Guarantor/s, Status details for Guarantor/s including employment details, Address of any property owned by Guarantor/s, Proof of ownership, e.g. Land Registry Entries
- **Immigration/Right to rent checks/including verification prospective tenants and adult residents** - Copy of passport, Copy of driving licence/copy birth certificate, Copy of other right to rent check documentation, Nationality of tenant, Passport/driving licence details including expiry date, reference number and issuing authority

- **Rent and payment collection etc** - Rent records for payments due and receipts, Banks Statements/records relating to rental receipts, Records relating to collection of administration fees, Collection of utility costs (by you e.g. where you collect a share of common metering)
- **Charges for water collected by you** - Collection of service charges (if any), Details of rent insurance (if any)
- **Recovery of arrears, claims or possession proceedings** - Details of steps taken to recover unpaid amounts or possession, Repairs/housing standards/health and safety, Record of repair requests (including furniture provision repair and replacement where applicable), Fire risk assessment (where applicable) or other risk assessment, Gas safety checks
- **Breach of tenancy agreement/nuisance etc** - Steps (including correspondence) to collect unpaid rent/arrears, Complaints about nuisance/annoyance from other tenants/neighbours/third parties like the police, Correspondence with others relating to enforcement, e.g. with debt collection agencies or solicitors
- **Council Tax liability** - Notifications to/correspondence with local authority regarding Council Tax
- **Water charge payments** - Notifications to water companies/Landlord Tap (online water notification portal), Water meter readings
- **Utilities and other service providers** - Notification/correspondence with utility providers, e.g. electric and water LPG, Notification/correspondence with provider if utilities are included within the rent, Meter readings, Notification/correspondence with broadband supplier, Notification/correspondence relating to Cable TV Notice and correspondence relating to satellite TV
- **Universal Credit/housing benefits/local housing allowance** - Notifications to/correspondence with Department for Work and Pensions (DWP) and/or local authorities, Notification/correspondence of any benefits paid direct, Payment schedules for benefit paid direct
- **Complaints** - Records/details of complaints received from tenants under complaints procedure
- **C.C.T.V. and audio** - C.C.T.V. recordings, Audio recordings, e.g. mobile phones or answer machines
- **Tenancy termination** - Requests/Notices served, References given to new prospective landlords, Notification to tenancy deposit scheme/correspondence relating to release of deposit, Notification/correspondence relating to tenancy deposit disputes, Details of tenant's belongings left behind/Correspondence relating to return of belongings left behind
- **Correspondence etc** - Emails, texts and other communications from whatever source

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 and/or guarantor, 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 suppliers 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 who act for us for the purposes set out in this notice or for purposes approved by you, including the following:

- Contractors and tradespeople to carry out your tenancy obligations/provide services
- Professional and similar advisers, including solicitors, accountants and advice agencies for them to act on your behalf/advise you
- Existing or previous landlords or a former or present employer or prospective landlords regarding references.
- If we enter into a joint venture with or merge with a business entity, your information may be disclosed to our new business partners or owners;

- Credit referencing agencies and debt collectors/tracing services when the landlord proposes to enter into a tenancy and in the event of there being rent or other money due to us.
- Regulatory bodies such as local authorities, public and government bodies, any ombudsman or redress scheme or accreditation or similar scheme of which the landlord is a member in connection with their regulatory functions.
- Courts (including Tribunals) to comply with legal obligations and for the administration of justice.
- Police or other law enforcement agencies
- Website host/provider/Cloud storage providers such as Google, Microsoft or Dropbox for email or file hosting.
- Banks or other financial organisations particularly where the property is subject to a mortgage/loan.
- Letting and other managing agents.
- Next of kin, relatives etc., in the event of an emergency where we are unable to communicate with you.
- Joint tenants and other residents
- Any guarantors
- Any adjudicator or body administering any tenancy deposit scheme protecting the deposit.
- A benefit authority (Department of Work and Pensions or local authority) relating to Universal Credit or other benefits or housing benefits or Council Tax if you were to sell.
- A taxation authority such as H M Revenue and Customs or local authority in respect of Council Tax
- Prospective purchasers of properties we manage.
- Landlords of the relevant properties if they their tenant related information in order to carry our proper performance of their operations and business. This extends to their professionals and similar advisers, including solicitors, accountants and advice agencies.

Additionally, we may disclose your information

- 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
- 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 in connection with this

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 be stored within the UK at our premises but also on externally hosted cloud-based servers whose physical location may vary.

Personal data otherwise may be transferred outside the UK if Non-UK based landlords, banks or government bodies request relevant information (information that allows them to carry out proper performance of their operations and business) that must be disclosed to them. If there is any doubt on the validity of such a request, you will be contacted.

Where information is transferred outside the UK we ensure that there are adequate safeguards in place to protect your information in accordance with this notice.

Security

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

Your data is stored in primarily in electronic format on password protected/encrypted externally hosted cloud services. Access to these is via password protected computers. Any physical documents (of which there are minimal) are stored at our locked and alarmed offices. We also operate CCTV at our offices.

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 we have with you.

Our full retention schedule is available on request.

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 info@questside.com or write to us at Questside Management Limited, 41 The Broadway, Joel Street, Northwood Hills, HA6 1NZ, UK

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:

England:

Information Commissioner's Office
Wycliffe House, Water Lane
Wilmslow, Cheshire, SK9 5AF
Telephone: 0303 123 1113
Email: casework@ico.org.uk

Wales

Information Commissioner's Office
2nd floor, Churchill House
Churchill way, Cardiff, CF10 2HH
Telephone: 029 2067 8400
Email: wales@ico.org.uk

Scotland:

The Information Commissioner's Office
45 Melville Street, Edinburgh, EH3 7HL
Telephone: 0131 244 9001
Email: Scotland@ico.org.uk

Northern Ireland:

Information Commissioner's Office
3rd Floor, 14 Cromac Place
Belfast, BT7 2JB
Telephone: 028 9027 8757
Email: ni@ico.org.uk

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