



PRIVACY NOTICE FOR TENANTS OF ANCHORAGE SERVICE

Data controller: The Benjamin Foundation

1. Introduction

The Benjamin Foundation is the “data controller”. This means that we are responsible for deciding how we hold and use personal information about you.

The Anchorage Service collects, stores and processes personal data relating to its tenants in order to enter into lettings of commercial property. This privacy notice sets down how we collect and uses personal information about you before, during and after a lease.

We are committed to protecting the privacy and security of your personal information and being clear and transparent about how we collect and uses that data and to meeting its data protection obligations.

2. Data Protection Principles

We will comply with data protection law. This means that the personal information we hold about you must be:

- Used lawfully, fairly and in a transparent way;
- Collected only for valid purposes that we have explained to you clearly and not used in any way that is incompatible with these purposes;
- Relevant to the purposes we have told you about and limited to those purposes only;
- Accurate and kept up to date;
- Kept only for such time as is necessary for the purposes we have told you about; and
- Kept securely.

3. What do we collect and process?

We collect and processes a range of personal information (personal data) about you. Personal data means any information about an individual from which the person can be identified. This includes:

- Identity and personal contact details, such as your name, title, address, email address, telephone number, date of birth and national insurance number.
- Background information such as previous landlord details, employer details, any risk and support needs you have that we can help you with and any other professionals such as social workers that are working with you.
- Bank account details;

- Lease details including rent reviews, renewals
- Rent and utilities payment records;
- Recovery of arrears, claims or eviction information;
- Repair and health and safety records;
- Breach of lease terms/complaints
- Notices and correspondence regarding lease;
- Support notes, outcome stars and risk assessments
- CCTV (if any)
- General correspondence in all formats (letters, emails, text messages etc).

We may also collect, store and use the following special categories of more sensitive personal information:

- Information about medical or health conditions, including whether or not you have a disability for which we need to make adaptations; and
- Equal opportunities monitoring information, including information about your ethnic origin, health and religion or belief.

We collect this information in a variety of ways. For example, data is collected through the lease application process and through correspondence during the term of the lease and from the support you receive. We generate our own records such as rent payment records and log of contacts with you.

In some cases, we collect personal data about you from third parties, such as:

- Other tenants, occupiers or neighbours;
- Local authorities;
- The police or other law enforcement agencies;
- Department for Work and Pensions
- Utility companies or service providers;
- Websites or online rental portals for lettings.
- Support workers or other professionals working with you

We store your data on a secure on server where only relevant staff can access which is secured with passwords and anti- virus software. We have a case management systems TP Tracker where we store any contact information and support notes. We also use star online where we record outcome stars, but this is stored under a Unique Reference Number rather than your name. All is stored in a range of different places, including in paper files are locked away and only accessible by relevant staff members.

4. **Why do we process personal data?**

We need to process data to consider applications for leases and manage the contractual relationship with you.

We need to process data to ensure that we are complying with our legal obligations and where we have a legitimate interest in processing personal data before, during and after the end of the landlord/tenant relationship.

5. **Situations in which we will use your personal information**

Situations in which we will process your personal information are listed below:

- To verify the identity of a proposed tenant/occupier;
- To decide on the suitability of a proposed tenant/occupier;
- To assess the financial standing/suitability of a proposed tenant/occupier;
- To enter into a lease agreement
- To secure payment of rent and performance of tenant obligations;
- To collect rent and other payments;
- To manage the lease and the property;
- To keep accurate records relating to the Landlord's rental business;
- To arrange repairs and maintenance of the property;
- To monitor and enforce performance of tenant's obligations;
- To recover debts and/or obtain possession of a property;
- To ensure Council Tax and utilities charges are billed and paid appropriately;
- To ensure that welfare benefits (such as Universal Credit and housing benefit) are paid to the landlord or tenant where appropriate;
- To handle lease termination and the return of any rent deposit;
- To handle complaints;
- To address health and disability issues relating to tenants/occupiers;
- To create and keep CCTV recordings;
- To contact next of kin or close relatives in case of emergency;
- To store of emails, records of calls and other communications;
- To comply with legal and regulatory requirements;
- To bring and defend legal claims; and
- To prevent, detect and investigate crime and anti-social behaviour.
- To ensure we are meeting your support needs

6. **Change of purpose**

We will only use your personal information for the purpose for which it was collected unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If we need to use your personal information for an unrelated purpose, we will advise you of this and explain the legal basis which allows us to do so.

You should be aware that we will only process your personal information without your knowledge or consent where this is required or permitted by law.

7. **Use of sensitive personal information**

Some special categories of personal data, such as information about health or medical conditions, are processed to comply with legal obligations (for example, in relation to tenants/occupiers with disabilities and for health and safety purposes).

8. For how long do you keep data?

We will only hold your personal data for as long as is necessary to fulfil the purposes we collected it for, including any legal, accounting or reporting requirements. The period for which your data is held after the end of a lease is 3 years. The period for which your data is held following an unsuccessful lease application is 6 months.

9. Who is data shared with?

Your information will be shared internally, including with relevant persons within Anchorage service, and the Benjamin Foundation or accessed for the purpose of data management by our IT services.

We will also share your data with third parties where required by law, where it is necessary in order to administer the relationship with you or where we have another legitimate interest in doing so. This will be with your agreement.

Information can be shared with:

- Professional advisers, including solicitors and accountants;
- Letting/managing agents;
- Existing or previous landlords;
- Debt collectors and tracing services;
- Local authorities and government/public bodies;
- Ombudsman/redress schemes;
- Courts/Tribunals;
- Police/enforcement agencies;
- Banks/building societies;
- Tenant's/occupier's next of kin or close relatives in case of emergency;
- Joint tenants and other occupiers;
- Third party holders of a rent deposit;
- H M Revenue and Customs;
- Business Rates authority;
- Contractors and tradespeople providing services at the property;
- Prospective purchasers of property;
- Other landlords including where you apply to another landlord for a lease;
and
- Other – *give details*.

10. How does the Landlord protect data?

We take the security of your data seriously. We have internal policies and controls in place to prevent your data being lost, accidentally destroyed, misused or disclosed. Details of these measures are available on request.

When the Landlord engages third parties to process personal data on its behalf, they do so on the basis of written instructions, are under a duty of confidentiality and are obliged to implement appropriate technical and organisational measures to ensure the security of data.

11. **Your duty to inform us of changes**

It is important that the personal information we hold about you is accurate and current. Please be sure to keep us informed if your personal information changes during the lease application process or during the term of a lease.

12. **Your Rights**

As a data subject, you have a number of rights. You can:

- access and obtain a copy of your data on request (known as a “data subject request”);
- require us to change incorrect or incomplete data;
- request erasure of your personal information. This enables you to ask us to delete or stop processing your data, for example where the data is no longer necessary for the purposes of processing;
- object to the processing of your data where we are relying on its legitimate interests as the legal ground for processing; and
- ask us to suspend the processing of your personal data for a period of time if data is inaccurate or there is a dispute about its accuracy or the reason for processing it.

If you would like to exercise any of these rights, or you have any questions about the privacy notice, please contact Gail Hodds Operations Manager or contact dataprotection@benjaminfoundation.co.uk

If you believe that we have not complied with your data protection rights, you have the right to make a complaint to the Information Commissioner’s Office.

The Benjamin Foundation ICO registration number is **Z8712524**