



THE
WILLATS
TRUST

PRIVACY NOTICE

TENANTS & GUARANTORS

Introduction

This privacy notice describes how Mr Willats' Charity ("we" or "us") process and handle personal data with regards to our lettings process. This includes what personal data we collect and about whom, what we use it for, and what your rights are with regards to the process.

Charity Name : [Mr Willats' Charity](#)

Charity Working Name : [The Willats Trust](#)

Charity Number : [202269](#)

Registered Address: [Basement, 19 Rivers Street, Bath, BA1 2QA](#)

Further questions about this policy or how we process your data please contact us at administrator@willatstrust.org

Roles

Depending on who you are, the information we collect about you, and what we use it for will be different. We have broken it out by role, so depending on which capacities you are interacting with us, you can see what information we might collect, and how we use it.

Additionally the legal justification for processing will vary, and along with this your rights over the data, which are described below (Your Rights).

Tenant

As a tenant we will hold basic contact information, such as your name, address, telephone number, email, as provided by you, as well as details of the tenancy itself. We process this data on the basis of our contractual relationship, and store this information for up to 7 years past the end of the tenancy. We use this information as part of creating Tenancy Agreements, and Property management. We may share your data with Contractors and Tenancy deposit services.

Student Tenants

For student tenancies we may additionally hold information on your course, university, and relationships with guarantors.

Guarantor

As a guarantor we will collect your name, address, email and telephone number. We process this in order to enter into an agreement

with you. This data will be stored for 7 years past the end of the tenancy. We will use the data as part of creating our Tenancy Agreements.

Past Tenant

As a departing tenant we will require your bank details, as part of the Deposit management process. This is processed based on our legitimate interests and will be removed within a year of the end of the tenancy process.

You may also wish to provide us with a forwarding address for mail and/or ask us to provide references to future landlords. This will only be done on this basis of consent, and will be stored along with the other tenant details for up to 7 years past the end of the tenancy.

Emergency Contact

As a tenant's emergency contact, we hold your information in the case an incident occurs where the tenant is unable to inform you themselves. This will include your name, telephone number

and relationship to the tenant. We process this

information based on our legitimate interests.

Processing

Tenancy Agreements

In entering into tenancy agreements we require various personal information, such as the identities of the tenants and any guarantors. This is processed in creating tenancy and guarantor agreements, and contacting the parties with whom the agreements apply.

Right of residency

We are required by law to verify and hold evidence of your right of residency. This means making a copy of your passport or similar documentation, and in the case of non-EU residents supporting documentation (e.g. visa documents).

Property management

As part of our property maintenance we maintain records of issues identified during the course of a tenancy, what they are, the steps taken to rectify them. This might also involve arranging inspections of the property to ensure that due care is being taken in its state.

Deposit management

During the tenancy process we will take a deposit from the tenant, which will be registered with a tenancy deposit scheme. Once the tenancy has come to an end any deposit agreed will be returned via bank transfer. In the case of a dispute, this will be handled by the dispute resolution service, provided by the tenancy deposit scheme.

Data Sharing

We won't sell, lease or otherwise share your personal data with third parties for profit of any kind. We may share your data with contractual partners in order to provide you with a service, to facilitate the running of our business or with authorities if required to do so by law.

Contractors

We work with contractors to perform property maintenance and may provide them with contact details if required. This might be to inform you of their plans, confirm access to a property or arrange to meet you and view any issues you might face.

Tenancy deposit services

We share your details in registration of a tenancy deposit, with a registered tenancy deposit scheme. We use The Dispute Service Limited (TDS), who will inform you when this is set up. For details of their terms and conditions, see <https://www.tenancydepositscheme.com/privacy-policy.html>.

Data Processors

We rely on third-party service providers for our operations, who may store your data on our behalf, as data processors. This means that they may collect and/or hold personal data, but can only use it in fulfilling their obligations as a service provider.

This includes service providers for, but not limited to, email, website hosting, accounting, resource planning, application processing, IT, banking and legal services.

Authorities

Your personal data may be shared with authorities, in the case that we are obliged to by law.

Data Export

Personal data may be transferred across international borders as part of standard operations. Any data which is exported outside the EU will be done so only under one of the following conditions (1) an "adequacy decision" from the EU for the given country, with respect to its data protection laws and enforcement, to allow personal information to flow freely; (2) binding corporate rules which have been

approved by a relevant data protection authorities; (3) data protection model clauses as part of a contractual relationship between ourselves and the processor; (4) the data processor is subscribed to an approved code of conduct or certification mechanism with binding commitments, such as the EU-US Privacy Shield.

Children

We do not anticipate that we will hold or process personal data on children. Should this be necessary all due care will be taken to protect them and their rights.

Your Rights

While we need to process personal data as part of our operations, you have rights which provide you with some measure of control. These are covered below, however for more information see the ICO website.

If you have any questions regarding this please email mentioned above. If you are not satisfied with how your personal data has been handled you also have the right to complain to the Information Commissioners Office, which can be done via their website <https://ico.org.uk>.

Right of Access

If you want to see what data we hold on you, please ask us. The data we hold will be any information you have provided that we retain, plus any information we have received from other sources (in which case we will let you know). We may require appropriate proof of identity before releasing information.

Rights to Correction, Deletion and Restriction

If the information we have on you is incorrect, please let us know so that we can update it. In

some cases we may require proof. Similarly if you object to us holding your data, or how we are using it, please let us know so we can respond appropriately. While we cannot guarantee it will always be possible to fulfil your request due to conflicting obligations, we will go to all reasonable effort to do so. In either case we will get back to you as soon as we can, and within a month. Note, in the case we have stated we are relying on consent for processing, you do not have to object or restrict the processing, instead simply inform us you wish to withdraw consent and we will cease the processing.

February 2019
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