PRIVACY NOTICE FOR TENANTS AND GUARANTORS

A) AIM

In accordance with the UK General Data Protection Regulation (UK GDPR), the Company has implemented this privacy notice to inform you, our tenants and personal guarantors, of the types of data we process about you. We also include within this notice the reasons for processing your data, the lawful basis that permits us to process it, how long we keep your data for, and your rights regarding your data.

This notice applies to prospective, current, and former tenants and personal guarantors.

B) DATA PROTECTION PRINCIPLES

Under UK GDPR, all personal data obtained and held by us must be processed according to a set of core principles. In accordance with these principles, we will ensure that:

a) processing is fair, lawful, and transparent;
b) data is collected for specific, explicit, and legitimate purposes;
c) data collected is adequate, relevant, and limited to what is necessary for the purposes of processing;
d) data is kept accurate and up to date. Data which is found to be inaccurate will be rectified or erased without delay;
e) data is not kept for longer than is necessary for its given purpose;
f) data is processed in a manner that ensures appropriate security of personal data including protection against unauthorised or unlawful processing, accidental loss, destruction, or damage by using appropriate technical or organisational measures;
g) we comply with the relevant UK GDPR procedures for international transferring of personal data.

C) TYPES OF DATA HELD

Personal data is any information about an individual from which that person can be identified. It does not include anonymous data which does not identify the individual.

We collect, store, and use several categories of personal data on our tenants and guarantors in order to carry out effective and efficient processes. We keep this data in a tenancy file relating to you and we also hold the data within our computer and property management systems. It is your responsibility to keep us up to date with any changes to your personal details so that we can make sure that your personal data is accurate.

If your personal details change, you must notify the Data Protection Officer.

Specifically, we collect, store, and use the following types of data, as appropriate to your status:

a) personal details such as name, previous names, title, address, phone numbers, email address, date of birth;
b) bank account and credit/debit card details;
c) identification documents including passport and driving licence copies;
d) statements of assets, liabilities, revenue, and expenditure;
e) references from former landlords, employers, or credit reference agencies;
f) details relating to the ongoing administration of your tenancy, lease terms, rent review records, and service charge management;
g) details of formal and informal proceedings involving you such as letters of concern, breach of covenant notices, dispute records, and payment performance information;
h) CCTV footage;
i) building access card or key fob records;

j) IT equipment use including telephone and internet logs where property management systems are accessed.

D) COLLECTING YOUR DATA

You provide several pieces of data to us directly during the pre-tenancy application period and subsequently upon the completion of your lease or guarantee agreement.

In some cases, we will collect data about you from third parties, such as commercial managing agents, credit reference agencies, former landlords, or companies house searches.

Personal data is kept in physical files or within the Company's property management and IT systems.

E) LAWFUL BASIS FOR PROCESSING

The law on data protection allows us to process your data for certain reasons only. In the main, we process your data in order to comply with a legal requirement or in order to effectively manage the tenancy contract we have with you, including ensuring rent and service charges are collected correctly.

The information below categorises the types of data processing, appropriate to your status, we undertake and the lawful basis we rely on.

Activity requiring your data	Lawful basis
Carry out the tenancy or guarantee contract that we have entered into with you e.g. using your name, contact details, lease history, information on any tenancy management procedures involving you	Performance of the contract
Ensuring rent, service charges, and deposits are collected or administered	Performance of the contract
Carrying out checks in relation to Anti-Money Laundering (AML) regulations and identity verification	Legal obligation
Making reasonable adjustments for disabled visitors or occupiers within our properties	Legal obligation
Making leasing decisions in relation to initial applications, assignments, and renewals	Our legitimate interests which are to ensure that we select, retain, and contract with commercially viable and suitable tenants for our properties.
Gaining expert credit or financial opinions when making decisions about your commercial covenant strength	Our legitimate interests which are to protect our assets, verify financial stability, and fulfil our commercial risk management.
Maintaining comprehensive up to date tenancy records about you to ensure, amongst other things, effective correspondence can be achieved and appropriate contact points in the event of a building emergency are maintained	Our legitimate interests which are to facilitate effective property management and ensure health and safety during building emergencies.
Implementing formal dispute or lease enforcement procedures	Our legitimate interests which are to ensure a fair, transparent, and legally compliant framework for resolving contract disputes.
Business planning, portfolio management, and asset restructuring exercises	Our legitimate interests which are to ensure the long-term commercial viability, agility, and strategic growth of the company.

Dealing with legal claims made against us or recovering outstanding property debts	Our legitimate interests which are to defend our legal rights, seek legal advice, and protect the financial and reputational standing of the business.
Preventing fraud or other criminal activity on our premises	Our legitimate interests which are to protect company assets, safeguard property integrity, and prevent criminal activity within the business.
Ensuring our property administrative systems, building access networks, and IT platforms are secure and robust against unauthorised access	Our legitimate interests which are to protect company and client data, prevent cyber threats, and maintain business continuity.
Providing tenancy references to prospective landlords, when our name has been put forward by the tenant/ex-tenant, to assist with their effective leasing decisions	Legitimate interest of the prospective landlord

F) SPECIAL CATEGORIES OF DATA

Special categories of data are data relating to your health, sex life, sexual orientation, race, ethnic origin, political opinion, religion, trade union membership, genetic and biometric data.

We do not routinely process special category data in relation to tenancies, except where necessary for the purposes of equal opportunities monitoring, documenting specific building accessibility requirements, or managing building incidents.

Most commonly, we will process special categories of data when the following applies:

a) you have given explicit consent to the processing;
b) we must process the data in order to carry out our legal obligations;
c) we must process data for reasons of substantial public interest;
d) you have already made the data public.

G) FAILURE TO PROVIDE DATA

Your failure to provide us with data may mean that we are unable to fulfil our requirements for entering into a commercial lease or guarantee contract with you. This could include being unable to offer you a tenancy, approve an assignment, or return a rent deposit.

H) WHO WE SHARE YOUR DATA WITH

Employees within our company who have responsibility for asset management, credit control, billing, property maintenance, and the carrying out of lease compliance procedures will have access to your data which is relevant to their function. All employees with such responsibility have been trained in ensuring data is processed in line with UK GDPR.

Data is shared with third parties for the following reasons: for the day-to-day administration and management of our property portfolio, facilities management, and professional legal or surveyance advice. We will share your data with third parties for the purposes of managing building services, utilities, and insurance arrangements. We may also share your data with third parties as part of a property sale, corporate restructure, or for other reasons to comply with a statutory or legal obligation upon us.

We ensure that third parties implement appropriate technical and organisational measures to ensure the security of your data.

We do not share your data with bodies outside of the United Kingdom or the European Economic Area.

I) PROTECTING YOUR DATA

We are aware of the requirement to ensure your data is protected against accidental loss or disclosure, destruction, and abuse. We have implemented robust physical and technical processes, including restricted key-fob access, network encryption, and access monitoring controls to guard against such risks.

J) RETENTION PERIODS

We only keep your data for as long as we need it for, which will be at least for the duration of your tenancy or guarantee agreement with us, though in some cases we will keep your data for a period after your contract has ended. Some data retention periods are set by the law. Our retention periods are listed at peergroup.co.uk/legal.

K) AUTOMATED DECISION MAKING

Automated decision making means making decisions about you using no human involvement e.g. using computerised filtering equipment. No decision will be made about you solely on the basis of automated decision making which has a significant impact on you.

L) TENANT AND GUARANTOR RIGHTS

You have the following rights in relation to the personal data we hold on you:

a) the right to be informed about the data we hold on you and what we do with it;
b) the right of access to the data we hold on you;
c) the right for any inaccuracies in the data we hold on you, however they come to light, to be corrected;
d) the right to have data deleted in certain circumstances;
e) the right to restrict the processing of the data;
f) the right to transfer the data we hold on you to another party;
g) the right to object to the inclusion of any information;
h) the right to regulate any automated decision-making and profiling of personal data.

M) CONSENT

Where you have provided consent to our use of your data, you also have the right to withdraw that consent at any time. This means that we will stop processing your data.

N) MAKING A COMPLAINT

If you consider your data rights have been breached, you can make a complaint to us at any time using any of the following methods:

Email: legal@peergroup.co.uk
Post: The Peer Suite, The Hop Exchange, 24 Southwark Street, London, SE1 1TY
Telephone: 020 7940 8900

You can also raise a complaint with the Information Commissioner (ICO). You can contact the ICO at Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or by telephone on 0303 123 1113.

O) DATA PROTECTION COMPLIANCE

Our Data Protection Officer is:
Michael Breeze
mdb@peergroup.co.uk