

Privacy Policy for Tenants

For the purposes of the General Data Protection Regulation ("GDPR") and UK data protection laws, the controller is ALDO PICANO trading as PICANO RESIDENTIAL (the "Landlord").

About this document

This privacy policy sets out the way we process your personal data and we've created this privacy policy to make sure you are aware of how we use your data as a tenant of our properties and properties we manage.

How we collect your information

We may collect your personal data in a few limited ways, namely:

- Directly from you, when you fill in an application for tenancy, when you make enquiries on our website, when you provide information via a reference check, or in various other ways such as telephone or email communications.

The types of information we collect

We may collect the following types of personal data about you:

- Contact and communications information, including your contact details (including email address(es), telephone numbers and postal address(es) and records of communications and interactions we have had with you);
- Passport and/or visa details;
- Driving license and/or utility bills;
- Financial information, including bank account details;
- References from previous landlords.

How we use personal data

Personal data provided to us will be used for the purposes set out at the time of collection and, where relevant, in accordance with any preferences you express.

More generally, we will use your personal data for the following purposes:

- Administration of your tenancy, including:
 - sharing details about the performance of obligations under this agreement by the landlord and tenant; past, present and future known addresses of the parties, with each other, with credit and reference providers for referencing purposes and rental decisions;
 - with Utility and Water Companies, local authority Council Tax and Housing Benefit departments, Mortgage lenders, to help prevent dishonesty, for administrative and accounting purposes, or for occasional debt tracing and fraud prevention.
- Fulfilment of orders for goods and services such as tradesmen (e.g. plumbers, deliveries).
- Administration of the building where this is necessary for the performance of a contract (including any written terms and conditions relating to your tenancy) with you.
- Police and emergency services.

Your marketing preferences

We will always respect your wishes in respect of what type of communications you want to receive from us and how you want to receive them. There are some communications, however, that we need to send you regardless of your marketing preferences in order for us to fulfil our contractual obligations to you as a tenant. Examples of these essential service communications are:

- Records of transactions, such as payment receipts.
- Change of The Landlord or agents contact details.
- Change of ownership for the building.

You are in control of how we communicate with you. You can update your choices and/or your contact details by contacting us at:

Telephone: 07860 555773

Email: rentdirect121@gmail.com

Sharing your information with others

We do not sell or share your personal data for other organisations to use other than as set out below.

Personal data collected and processed by us may be shared with the following third parties, where necessary:

- Our employees for the purposes of administering your tenancy and giving you access to the benefits to which you are entitled under your tenancy agreement.
- Our contractors and suppliers, including any provider of building or tenancy management services.

How long your information is kept

We keep your personal data only for as long as necessary for each purpose we use it. For most data, this means we retain it for a period of six years after your last interaction with us (for accounting, tax reporting and record-keeping purposes).

Your rights

Under certain circumstances, by law you have the right to:

- Request access to your personal data (commonly known as a "data subject access request"). This enables you to receive a copy of the personal data we hold about you and to check that we are lawfully processing it.
- Request correction of the personal data that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected.
- Request erasure of your personal data. This enables you to ask us to delete or remove personal data where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal data where you have exercised your right to object to processing (see below).
- Object to processing of your personal data where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground. You also have the right to object where we are processing your personal data for direct marketing purposes.
- Request the restriction of processing of your personal data. This enables you to ask us to suspend the processing of personal data about you, for example if you want us to establish its accuracy or the reason for processing it. You can also withdraw your consent, where this is the basis for our processing your data (without affecting the lawfulness of our previous processing based on consent).

- Request the transfer of your personal data to another party.

Please note that the above rights are not absolute, and we may be entitled to refuse requests where exceptions apply.

Contact and complaints

If you have any queries about this privacy policy or how we process your personal data, or if you wish to exercise any of your legal rights, you may contact us:

- by email: rentdirect121@gmail.com;
- by telephone: 07860 555773.

If you are not satisfied with how we are processing your personal data, you can make a complaint to the Information Commissioner. You can find out more about your rights under applicable data protection laws from the Information Commissioner's Office website: www.ico.org.uk.