



Data Protection Policy

Our information

Rent East Yorkshire Ltd trading number is 07059475, our registered office is Unit 20 Driffield Business Centre, Scotchburn Garth, Driffield, YO25 6EF. We are registered with the Information Commissioner's Office, Registration No. ZA284827

This guide will inform you of how we use the information you supply to us, should you have any questions please contact us at info@renteastyorkshire.co.uk. For more information on data protection laws please visit the Information Commission's Office website at: www.ico.org.uk.

What we do with your information

We need to collect certain types of information from applicants to process your application, by submitting your data to us it is understood that you have given your permission to use your data under the terms of this policy. Our full application form is available to download from our [website](#), the details we need may consist of, but are not exclusive to the questions on the application form. We also require proof of identity to ensure you have a right to rent in the UK.

This data is necessary to:

- Market services and products
- Confirm there are no reasons which may affect the decision to let a property to you
- Check that the information you have provided to us is truthful and verify your identity
- Communicate with you & provide you with your requested services
- Inform local council, water suppliers and the energy providers with regard to your tenancy, this may be done through Tenant Shop Ltd

This will then be shared with the landlord to ensure they have the full information to accept or decline your application before entering into a tenancy.

Rent East Yorkshire Ltd shall make every effort to keep your information secure and confidential and protected from unlawful access, damage or loss. Your information will be removed from our system once we no longer have need for it, this may be a minimum of seven years for tax purposes or to support a claim or defence in court. When there is no longer a need to hold your information, to protect your data from unlawful access we will destroy your information in accordance with our Data Destruction Policy.

Update or access your information

If you think the details we have for you need update, please let us know so we can correct them, we want our record to be up to date and accurate. If you have a preference for how we communicate with you, please let



us know and we can accommodate this. Please note there may be times when we need to communicate with you by post such cases as for serving notices or by telephone should we need to speak to you directly.

You have the right to get a copy of information held about you by performing a subject access request under the Data Protection Act. Please note that there may be a reasonable fee to cover the costs of providing this information if it is excessive.

Sharing your information

Whilst Rent East Yorkshire Ltd shall make every effort to keep the Tenant's personal details safe and secure, it may be necessary to share such information with trusted third parties such as the Home Office, utility companies, Tenant Shop, maintenance contractors, credit and referencing agencies and debt collection companies etc. Rent East Yorkshire Ltd will not divulge personal contact details to any other third party organisation for marketing purposes without prior approval unless this is necessary to comply with a statutory obligation. If we are requested to do so by law we reserve the right to communicate personal information that we hold to third parties.

We work with Tenant Shop Ltd to notify the local council, water supplier(s) and the energy providers(s) with regard to your tenancy start date and tenancy end/vacating date. With your permission, they will contact you on our behalf by Text, Phone and/or Email to offer you Energy, Insurance and Media comparisons for your new Tenancy. Call Centre comparisons are completely optional for you (the Tenant) and you can opt out at any time by emailing customerservices@myTenantShop.co.uk.

Tenant Shop Ltd is fully compliant with the data protection act 1998 and a registered member of the Information Commissioners Office (Registration No. Z305733X) and will only use your information for the purposes set out above. We will give you this information again during your application for a tenancy.

Principles of Data Protection

The personal data we collect and process will be kept, used and disposed of in accordance with the Data Protection Act 1998. This can be viewed in full on the government legislation website at: <http://www.legislation.gov.uk/ukpga/1998/29/contents>.

Principles relating to processing of personal data:

1. Personal data shall be:
 - a) Processed lawfully, fairly and in a transparent manner to the individual
 - b) Collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes
 - c) Adequate, relevant and not excessive in relation to the purpose or purposes for which they are processed
 - d) Personal data shall be accurate and every reasonable step made to be kept up to date



- e) Stored for a limited amount of time, not be kept for longer than is necessary for the purpose for which the personal data is processed
 - f) Appropriate technical and organisational measures shall be taken against unauthorised or unlawful processing of personal data and against accidental loss or destruction of, or damage to, personal data.
2. We shall be responsible for and able to demonstrate compliance with the above

Complaints

Please contact us in the first instance and we will do our best to resolve your complaint. We are also members of the Property Redress Scheme.

If you have any questions about this policy, please just contact us and ask.