



## Spelthorne Rentstart Ltd – Privacy Notice

### **General Privacy Statement-Landlord**

This Privacy Statement applies to the use and processing of personal information collected by Spelthorne Rentstart. Personal Information is information, or any separate pieces of information, that could be used to identify you.

Spelthorne Rentstart assists individuals and childless couples on low incomes with housing services to access or sustain tenancies in the private rented sector, supported housing and where relevant social housing.

By using Spelthorne Rentstart, you agree to the collection, use and sharing of your information in accordance with this Statement. Please read this Statement carefully and contact us on 01784 446 422 or email [info@spelthornerentstart.org.uk](mailto:info@spelthornerentstart.org.uk) should you have any questions in respect of the Statement or in respect of your personal data.

### **Information collected**

To administer our service we will collect the following information, including:

- Name
- Telephone No.
- Email
- Address
- Rental property address and dates of the rental period

Should you wish to use our services, you will be asked for potentially sensitive information e.g. information related to any criminal convictions that you may have. You will be asked to confirm that you consent to Spelthorne Rentstart securely holding this information, and will be asked to advise on how you would like to be contacted.

### **Information Sharing**

The information that you give us is confidential. However, if we are taking part in an event, we may need to pass your details onto event organisers. If this is the case, we will advise you that we are sharing this information, and who with.

### **Security**

We take the issue of the security of your data very seriously and have measures in place to protect our paper records and our electronic database. However, we are unable to guarantee the security of any data that you send to us and you do so at your own risk.

### **Cookies**

Spelthorne Rentstart may use cookies on their website or social media to evaluate how they are used, to personalise your experience and to provide marketing. A cookie is a small file placed on your device when you visit a site that can be understood by the site that issued the cookie. You can accept or decline cookies through your browser settings.

## **Personal Information Retention Period**

Spelthorne Rentstart will hold your personal information for the following periods:

- 6 years from last contact;
- If a deposit bond was provided and money is owed to either yourself or Spelthorne Rentstart, Spelthorne Rentstart reserve the right to retain your records in perpetuity, as a record of the debt that is owed by the client to you and Spelthorne Rentstart;
- A longer retention period, if it is required or permitted by law.

## **Your Rights**

At any time, you have the right to:

- Request confirmation as to whether or not Spelthorne Rentstart holds your personal data and if we do, to ask for a copy of the information held about you;
- Require correction of any inaccuracies in the information held about you;
- Request deletion of personal data held about you (this does not apply where there is a lawful reason to continue to hold the data);

If you would like to exercise any of your rights please contact the office in the first instance at [info@spelthornerentstart.org.uk](mailto:info@spelthornerentstart.org.uk) (Please be aware that in any request, you may need to provide information to verify your identity).

## **Complaints**

Should you wish to complain about the use of your information, please contact the office on [info@spelthornerentstart.org.uk](mailto:info@spelthornerentstart.org.uk) to resolve this matter in the first instance.

If you would like a copy of the data held on you or require that the information is updated please make contact on 01784 446 422 or email [info@spelthornerentstart.org.uk](mailto:info@spelthornerentstart.org.uk)

To view this document online, please visit [www.spelthornerentstart.org.uk](http://www.spelthornerentstart.org.uk)