



## Privacy Policy

### Our commitment to privacy

DJ & ME Davies Rental provide private rented accommodation. For a prospective tenant to let a property, we have an application process which involves referencing and credit checks on themselves and guarantors. To provide these services, we collect personal data from both tenants and guarantors. This privacy notice sets out how we collect and process this data.

The security of your personal data is extremely important to us and we have safeguards and measures in place to ensure that it is protected.

This policy may be updated from time to time. The last revision of this policy was made in December 2022.

### Data Controller and Contact Details

For the purposes of relevant data protection legislation, DJ & ME Davies Rental is a controller of your personal data and can be contacted on the below contact details:

Email: [djmedavies@gmail.com](mailto:djmedavies@gmail.com)

Telephone: 07920 558 172

Address: Seven Acres, Whitland, Pembrokeshire SA34 0QY

## Information we hold about you

### Tenants & Guarantors

Personal data you provide on your application form to be a tenant or a guarantor

Personal data you provide to us in person, through social media, by email or by telephone

Information from credit reference agencies, referees and other third parties

The personal data we collect will include your name, addresses (current/previous and prospective), date of birth, National Insurance Number (or overseas equivalent), telephone number, email address, marital status, employment/income details, financial circumstances and credit history.

## How we use your information and the lawful basis for doing so

### Tenants & Guarantors

When you submit your application to be a tenant or a guarantor, you will provide your consent for us to process and store your personal data as outlined in this privacy policy. We will only use your information where you have agreed to it or where we are allowed to by law e.g. fulfilling a legal obligation or because we have a legitimate business interest to do so.

## Who we pass your personal data to

### Tenants & Guarantors

We may pass your information to third parties, which may include:

Credit reference agencies, when we carry out a credit check using your details

Our insurance partners in order to satisfy their requirements for cover in relation to rent guarantee and legal expenses products that we may obtain

Fraud prevention agencies, police or other organisations where we have a duty to, or are permitted to disclose your personal information by law.

We do not pass on or sell your data for marketing or other purposes. We do not share information without consent unless the law and this policy allow us to do so.

#### Where we store your personal data

All information you provide to us is stored on our dedicated secure servers which are located in the UK and are built with the latest technology. We will not transfer your personal data outside of the European Union.

#### How we keep your data safe

All website data and online forms are encrypted. We regularly review our data security policy and maintain robust firewall, anti-virus and anti-malware protection.

Physical devices such as computers which are used to process personal data are located in a secure office. Access is permitted only to authorised persons and we operate security systems.

#### How long we keep personal data for

Failed tenancy application forms will be held for up to one year. For accepted applications, it will be seven years after the expiry of the tenancy, and this also will include any personal details completed in the shorthold tenancy agreement and guarantor agreement. This information will be held for tax purposes.

You may request earlier deletion of your details and we will comply where possible. To request deletion of your data, please email [djmedavies@gmail.com](mailto:djmedavies@gmail.com) or write to us at our postal address.

## Access to your personal data and your rights

You have the right to request a copy of the information that we hold about you. If you would like a copy of some, or all, of your personal information that we hold, please submit a request to us by emailing [djmedavies@gmail.com](mailto:djmedavies@gmail.com) or write to us at our postal address.

You also have the right to:

object to processing of personal data that is likely to cause, or is causing, damage or distress

in certain circumstances, have inaccurate personal data rectified, blocked, erased or destroyed; and

a right to seek redress, either through the ICO, or through the courts

If you have a concern about the way we are collecting or using your personal data, we ask that you raise your concern with us in the first instance. Alternatively, you can contact the [Information Commissioner's Office](#).