



Privacy Notice

This Privacy Notice explains how we intend to make use of your personal data.

We are *Colin Dean Residential Limited*. Our Data Protection Officer is Dean Ayling and you may contact him at: dean.ayling@colindean.com

0208 515 7929

Colin Dean Residential Limited, Bank House, 350 Pinner Road, Harrow, Middlesex HA1 4LB.

We use data we have collected about people for the following purposes:

- *To fulfil contractual obligations, we have toward them (where appropriate);*
- *To protect our legitimate interests and the legitimate interests of clients (landlords or property sellers);*
- *To allow our clients to fulfil their own contractual obligations to you (e.g. by carrying out repairs and property maintenance);*
- *To fulfil our obligations under the law.*

Where we have obtained proper consent to do so we will also use your contact data:

- *To allow us to market our services;*
- *To allow us to market relevant services by other third parties.*

We may also anonymise data and then use it for statistical analysis of the property market.

Specific Data Uses

We may securely pass identity and financial data we collect about property sellers, prospective property purchasers, and landlords to providers of Anti-Money Laundering verification checks to fulfil our legal obligation to carry out money laundering and financial criminal checks. We may also make reports to government agencies where we have a reasonable suspicion of money laundering or terrorist or criminal financing.

We will securely pass identity and financial information about prospective tenants to our referencing agency, **The Lettings Hub**. Our referencing agency will access credit records held with a credit referencing agency as part of the referencing process only. We will also use identity information, banking, employment, and past residence information to obtain references from previous landlords, banks, or employers as to the suitability of a prospective tenant for a property and their ability to afford the rent. This may include telling those organisations or individuals the rent that the proposed tenancy is being marketed at. The Lettings Hub may process parts of your credit records and other data they obtain to process your data automatically to produce a score which will determine whether or not you will be offered a tenancy. This is to protect the legitimate interests of our clients in having tenants who will not misuse their property and will pay the rent on time. If you refuse to give us this information or seek to try to prevent us making use of it then we will not be able to offer you a tenancy.

We will pass identity information of new tenants to utility providers and local authority tax collection agencies to allow utility and tax accounts to be placed in the correct names to protect the legitimate interests of our clients. This includes providing details of new tenants to **Spark Energy** who are the default utility provider of all new lettings arranged through our company. They process data within the EU and we have a contract with them to protect data privacy

We will pass names, addresses and personal contact information of tenants, landlord and property details to landlords and tenants who enter into tenancy agreements for the purpose of them contacting one another during the course of the tenancy and to comply with their statutory obligations to do so.

We will pass property details to third party contractors to take photographs for marketing purposes and place details of properties on our own and other websites and in the press to market them for sale or letting.



We will pass personal contact information of tenants and property details to our approved suppliers and contractors to allow our clients to fulfil their contractual obligation to organise tenancies and maintain tenanted property and to meet their legitimate interest in protecting their property. We will take steps to require maintenance contractors to comply with their data protection obligations.

We will use **Mdaemon**, a company who provides email solutions, to process email communications. They process data within the EU and we have a contract with them to protect data privacy.

We will pass the personal details of landlord and financial details relating to tenancies arranged and managed to **Her Majesties Revenue and Customs (HMRC)** to comply with our statutory obligations to do so .

Our IT services are provided by **EQ Systems** and they may have occasional access to personal data that we hold. We have a contract with them to protect data privacy.

Our business is run using management software provided by **Expert Agent**. They may have occasional access to data for maintenance and trouble-shooting purposes and process data using a cloud-based system within the EU. We have a contract with them to protect data privacy.

We will pass personal contact information of tenants, landlord and property details including the amount of the rent and the deposit on a tenancy to **The Tenancy Deposit Scheme (TDS)** who provide deposit protection and alternative dispute resolution services. We have a contract with them to protect data privacy. Persons who are relevant to the protection of the deposit and guarantors will also be provided with details of the tenancy which will include landlord and tenant's details

We will pass identity and financial information to legal advisors and debt collectors to protect our and our client's legitimate interests by assisting in the collection of debts owed to ourselves or our clients or to take legal advice about claims that may be advanced against us or our clients.

Where we have been given your consent to use your data for marketing purposes we will only do so to the extent that your consent was given and only to the organisations or categories of organisations we identified when seeking that consent.

Your Rights

Where we have asked your consent for the use of your data you may withdraw it at any time. We may only then process your data if we can establish a need to do so.

You have the right to ask us to delete or stop processing your data. We may only then continue to do so if we can establish a need to do so.

If you are unhappy with how we have handled your data, you may complain to us at any time by contacting the Data Protection Officer named above. You also have the right to complain to the Information Commission whose details can be found (along with more information on your rights) at (<https://ico.org.uk>).