

# Privacy Notice

Endeavour Letting Agents Ltd Customer Privacy notice

This privacy notice tells you what to expect us to do with your personal information.

Our contact details

By Post : Main Road, Wrangle, Boston, Lincolnshire, PE22 9AS

Telephone : 01205 616137

By Email : [endeavourlettingagents@gmail.com](mailto:endeavourlettingagents@gmail.com)

What information we collect, use, and why:

We collect or use the following information to provide services and goods, including delivery:

- Names and contact details
- Addresses
- Date of birth
- Purchase or account history
- Credit reference information
- Health and safety information
- Account information
- Information relating to loyalty programmes
- Website user information (including user journeys/ cookie tracking)
- Photographs or video recordings
- Call recordings
- Records of meetings and decisions
- Identification documents
- Information relating to compliments or complaints
- Information relating to sponsorship
- Right to Rent share Codes
- Identification documents I.e Passports, Drivers licenses

We collect or use the following information for the operation of customer accounts and guarantees:

- Names and contact details
- Addresses
- Payment details (including card/ bank information for transfers & direct debits)
- Purchase history
- Account information, including registration details
- Information used for security purposes
- Marketing preferences

We also collect or use the following information for the operation of customer accounts and guarantees:

- Racial or ethnic origin
- Biometric information (where used to identify someone)

We collect or use the following information to prevent crime, prosecute offenders, or defend against legal action:

- Names and contact information
- Customer or client accounts and records
- Criminal offence data (including Disclosure Barring Service (DBS), Access NI or Disclosure Scotland checks)
- Video and CCTV recordings of public areas (including indoor/ outdoor spaces)
- Video and CCTV recordings of private or staff only areas
- Audio recordings of private or staff only areas
- Call recordings
- Financial transaction information
- Information relating to health and safety

We also collect or use the following information to prevent crime, prosecute offenders, or defend against legal action:

- Racial or ethnic origin
- Biometric information (where used to identify someone)

We collect or use the following information for service updates or marketing purposes:

- Names and contact details
- Addresses
- Marketing preferences
- Location data
- Recorded images, such as photos or videos
- Call recordings
- Purchase or viewing history
- Information relating to sponsorship
- Records of consent, where appropriate

We also collect or use the following information for service updates or marketing purposes:

- Racial or ethnic origin
- Biometric information (where used to identify someone)

We collect or use the following information for research or archiving purposes:

- Names and contact details
- Addresses
- Location data
- Purchase or viewing history
- Website and app user journey information
- Personal information used for the purpose of research
- Records of consent, where appropriate

We also collect or use the following information for research or archiving purposes:

- Racial or ethnic origin
- Biometric information (where used to identify someone)

We collect or use the following information to comply with legal requirements:

- Identification documents
- Financial transaction information

- Criminal offence data (including Disclosure Barring Service (DBS), Access NI or Disclosure Scotland checks)
- Health and safety information

We also collect or use the following information to comply with legal requirements:

- Racial or ethnic origin
- Biometric information (where used to identify someone)

We collect or use the following information for recruitment purposes:

- Contact details (eg name, address, telephone number or personal email address)
- Date of birth
- National Insurance number
- Copies of passports or other photo ID
- Employment history (eg job application, employment references or secondary employment)
- Education history (eg qualifications)
- Right to work information
- Details of any criminal convictions (eg Disclosure Barring Service (DBS), Access NI or Disclosure Scotland checks)
- Security clearance details (eg basic checks and higher security clearance)

We also collect or use the following information for recruitment purposes:

- Racial or ethnic origin
- Trade union membership
- Health information

Lawful bases :

Our lawful bases for collecting or using personal information to provide services and goods are:

- Consent

- Contract
- Legal obligation
- Legitimate interest
  - We are a Letting agent, responsible for organising & managing tenancies on behalf of our landlords, we need to collect personal data to allow Right to Rent checks, credit referencing, & status checks ie from previous landlords, this information is needed as to be able to provide a safe, legal service for our Landlords & Tenants. Without the checks we cannot provide a service that protects all parties, without which Landlords may be at risk from nullified insurances etc.

Our lawful bases for collecting or using personal information for the operation of customer accounts and guarantees are:

- Consent
- Contract
- Legal obligation
- Legitimate interest:
  - Each Tenancy requires the landlord and tenant to disclose personal information ie name, address, contact details, bank account details for payment of rents, and or fees. Without this information tenancies would not meet certain legal requirements.

Our lawful bases for collecting or using personal information to prevent crime, prosecute offenders or defend against legal action are:

- Consent
- Contract
- Legal obligation

Our lawful bases for collecting or using personal information for service updates or marketing purposes are:

- Consent
- Contract
- Legitimate interest:

- As agents, we will at times need to responsibly advise our Landlords and/or our tenants of changes to our service in line with growth and development, and in line with legislative changes that we are obligated to advise to.

Our lawful bases for collecting or using personal information for research or archiving purposes are:

- Consent
- Contract
- Legal obligation

Our lawful bases for collecting or using personal information for legal requirements are:

- Consent
- Contract
- Legal obligation
- Legitimate interest:
  - The Lettings industry is obligated to meet a number of laws/ legislations in its every day business, we are required to ensure that tenants have the right to rent in the UK, & that landlords are legitimate & lawful. We are obligated for example to provide the HMRC with tax information relating to landlords, & that 'Right to rent' is properly and fully checked.

Our lawful bases for collecting or using personal information for recruitment purposes are:

- Consent
- Contract
- Legal obligation
- Legitimate interest:
  - When recruiting into the Lettings team, we will need to ensure that any potential staff members are legally able to work in the UK, that we are not discriminating when looking for Team members, that applicants are able to

carry out the job description for the post, this may include ability to drive etc.

Where we get personal information from:

- People directly
- Insurance companies
- Legal and judicial sector organisations
- Schools, colleges, universities or other education organisations
- Publicly available sources
- Previous employers
- Third parties:
- Volunteer organisations. Previous Landlords.

How long we keep information

Tenant Records:

- Application Forms: Retain for 6 years after the tenancy ends.
- Tenancy Agreements: Keep for the duration of the tenancy plus 6 years.
- Deposit Protection Certificates: Retain for the duration of the tenancy plus 6 years.
- Rent Payment Records: Keep for 6 years after the tenancy ends.
- Maintenance Requests and Repairs: Retain for 6 years after the issue is resolved.

Landlord Records:

- Management Agreements: Keep for the duration of the agreement plus 6 years.
- Rent Collection Records: Retain for 6 years after the end of the agreement.
- Correspondence with Landlords: Keep for 6 years after the last communication.
- Financial Statements: Retain for 6 years after the end of the financial year.

Property Records:

- Property Inspection Reports: Keep for 6 years after the inspection.
- Maintenance and Repair Records: Retain for 6 years after the work is completed.
- Energy Performance Certificates (EPC): Keep for the duration of the tenancy plus 6 years.

#### Financial Records:

- Invoices and Receipts: Retain for 6 years after payment.
- Bank Statements: Keep for 6 years after the end of the financial year.
- Tax Records: Retain for 6 years after submission.
- Marketing and Advertising Records:
  - Property Listings: Keep for 2 years after the property is no longer available.
  - Advertising Materials: Retain for 2 years after the campaign ends.
- Legal and Compliance Records:
  - Complaints and Resolutions: Keep for 6 years after resolution.
  - Health and Safety Records: Retain for 6 years.
  - Insurance Policies: Keep for the duration of the policy plus 6 years.

#### Who we share information with:

Data processor: Suzanna Woods

This data processor carries out the following activities for us: As the Manager for the Lettings department, they are responsible for collecting and storing all information collected in the processes of letting a property including landlord and tenant information, they are responsible for recruiting and managing any future employees and storing their information.

#### Other organisations

- Insurance companies
- Organisations we need to share information with for safeguarding reasons



- Professional or legal advisor's
- Financial or fraud investigation authorities
- Relevant regulatory authorities
- External auditors or inspectors
- Professional consultants
- Organisations we're legally obliged to share personal information with
- Publicly on our website, social media or other marketing and information media (where appropriate)
- Debt collection agencies
- Previous employers

Your data protection rights:

Under data protection law, you have rights including:

- Your right of access - You have the right to ask us for copies of your personal data.
- Your right to rectification - You have the right to ask us to rectify personal data you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
- Your right to erasure - You have the right to ask us to erase your personal data in certain circumstances.
- Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal data in certain circumstances.
- Your right to object to processing - You have the right to object to the processing of your personal data in certain circumstances.
- Your right to data portability - You have the right to ask that we transfer the personal data you gave us to another organisation, or to you, in certain circumstances.
- Your right to withdraw consent – When we use consent as our lawful basis you have the right to withdraw your consent.
- You don't usually need to pay a fee to exercise your rights. If you make a request, we have one calendar month to respond to you.
- To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

How to complain :

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>

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