

PRIVACY POLICY

PRIVACY NOTICE FOR TENANTS, RESIDENTS, GUARANTORS AND LANDLORDS



www.bathpropshop.co.uk

The Bath Property Shop Ltd is a “data controller”. This means that we are responsible for deciding how we hold and use personal information about you.

The Bath Property Shop Ltd collects, stores and processes personal data relating to tenants, residents, guarantors and clients in order to provide rental accommodation.

We are committed to being clear and transparent about how we collect and use that data, and in meeting our data protection obligations.

This privacy policy describes how we manage any personal information we collect from you while you use this website and during and after your dealings with us. By continuing to use this site, you agree to our provision of the information you request and confirm that you have read and accepted the terms concerning the use of your information as outlined in this privacy policy. This policy is relevant where we act as a data controller regarding your personal information.

The Bath Property Shop Ltd is an independent company and we do not sell data to third party companies. In this policy, any mention of “us”, “we”, “our”, “The Bath Property Shop” and “agent” refers to The Bath Property Shop Ltd.

Information about us

We are a limited company registered in England under company number: 03174033

Registered address: 7 Sussex Place, Claverton Street, Bath, BA2 4LA.

Office Address: 7 Sussex Place, Claverton Street, Bath, BA2 4LA.

VAT number: 692 0779 04.

We are a member of:

The Property Ombudsman (TPOS)

Propertymark

Safe Agent

Tenancy Deposit Scheme

Data Protection Registration: Information Commissioners Office (ICO) reference: Z622351X

Our contact details

Post

The Bath Property Shop, 7 Sussex Place, Claverton Street, BATH, BA2 4LA, GB

Telephone

01225 464400

Email

info@bathpropshop.co.uk



Data Protection Principles

The Bath property Shop Ltd comply with data protection law. This means that the personal information we hold about you must be:

- Used lawfully, fairly and in a transparent way;
- Collected only for valid purposes that we have explained to you clearly and not used in any way that is incompatible with these purposes;
- Relevant to the purposes we have told you about and limited to those purposes only;
- Accurate and kept up to date;
- Kept only for such time as is necessary for the purposes we have told you about; and
- Kept securely.

What information do we collect and process

We collect and processes a range of personal information (personal data) about you to allow us to operate as a business and provide a service to our customers. This includes:

- Identity and personal contact details, such as your name, title, address, email address, telephone number, date of birth, national insurance number, car registration;
- Background information such as previous landlord details, employer details, accountant details, next of kin, dependants and emergency contacts;
- Bank account details, bank references and credit check results;
- Tenancy details including renewals, joint tenants, other residents and guarantors;
- Tenancy deposit information (if any) including return on tenancy termination;
- Immigration/right to rent checks (England only);
- Rent and utilities payment records;
- Recovery of arrears, claims or possession proceedings;
- Repair and health and safety records;
- Breach of tenancy terms/complaints
- Council Tax and utilities records;
- Universal credit/housing benefit records;
- Notices and correspondence regarding termination of tenancy;
- CCTV and audio recordings (if any); and
- General correspondence in all formats (letters, emails, text messages etc).

We may also collect, store and use the following special categories of more sensitive personal information:

- Information about medical or health conditions, including whether or not you have a disability for which the landlord needs to make adaptations; and
- Equal opportunities monitoring information, including information about your ethnic origin, sexual orientation, health and religion or belief.

The Bath Property Shop Ltd collects this information in a variety of ways. For example, data is collected through the tenancy application process and through correspondence during the tenancy. We also generate our own records such as rent payment records.

In some cases, The Bath Property Shop Ltd collects personal data about you from third parties, such as:

- References supplied by former landlords, employers and personal referees;
- Information from credit reference agencies;
- Data processors such as outsourced referencing companies
- Other tenants, residents or neighbours;
- Guarantors;
- Local authorities;
- The police or other law enforcement agencies;
- Department for Work and Pensions
- Utility companies or service providers;
- Letting/managing agents; and
- Websites or online rental portals such as Rightmove or Zoopla.

Data is stored in a range of different places, including in paper files and digital, such as our IT systems (including our CRM and email system).

Why does The Bath property Shop process personal data?

We need to process data to consider applications for tenancy agreements and manage tenancies.

In addition, we need to process data to ensure that we are complying with our legal obligations, for example, we are required to check a tenant's "right to rent" for properties in England.

In other cases, The Bath property Shop has a legitimate interest in processing personal data before, during and after the end of the Agent/landlord/tenant relationship.

Situations in which we will use your personal information

Situations in which we will process your personal information are listed below:

- To verify the identity of a proposed tenant/resident;
- To decide on the suitability of a proposed tenant/resident;
- To assess the financial standing/suitability of a proposed tenant/resident;
- To provide to data processors such as outsourced referencing companies
- To check immigration status/right to rent;
- To deal with joint tenants and residents who are linked to the tenancy;
- To enter into a tenancy agreement
- To secure payment of rent and performance of tenant obligations;
- To collect rent and other payments;
- To manage the tenancy and the property;
- To keep accurate records relating to the Agent's rental business;
- To arrange repairs and maintenance of the property;
- To monitor and enforce performance of tenant's obligations;
- To recover debts and/or obtain possession of a property;
- To ensure Council Tax and utilities charges are billed and paid appropriately;
- To ensure that welfare benefits (such as Universal Credit and housing benefit) are paid to the landlord, Agent or tenant where appropriate;
- To handle tenancy termination and the return of any tenancy deposit;
- To handle complaints;
- To address health and disability issues relating to tenants/residents;
- To create and keep audio and CCTV recordings;
- To provide information to public or local authorities who are legally entitled to require this information;
- To contact next of kin or close relatives in case of emergency;
- To store of emails, records of calls and other communications;
- To comply with legal and regulatory requirements;
- To bring and defend legal claims; and
- To prevent, detect and investigate crime and anti-social behaviour.

If you fail to provide personal information

If you do not provide certain information when requested, the landlord may not be able to proceed with the grant of a tenancy agreement.

Change of purpose

We will only use your personal information for the purpose for which it was collected unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose.

If we need to use your personal information for an unrelated purpose, we will advise you of this and explain the legal basis which allows us to do so.

You should be aware that we may process your personal information without your knowledge or consent where this is required or permitted by law.

Use of sensitive personal information

Some special categories of personal data, such as information about health or medical conditions, are processed to comply with legal obligations (for example, in relation to tenants/residents with disabilities and for health and safety purposes).

For how long do we keep data?

We will only hold your personal data for as long as is necessary to fulfil the purposes we collected it for, including any legal, accounting or reporting requirements. The period for which your data is held after the end of a tenancy is seven years. The period for which your data is held following an unsuccessful tenancy application is one year.

Who is data shared with?

Your information will be shared internally, including with financial staff and negotiators.

The Agent also shares your data with third parties where required by law, where it is necessary in order to administer the relationship with you or where we have another legitimate interest in doing so. Information can be shared with:

- Referencing companies for the purposes of automated decision making
- Professional advisers, including solicitors and accountants;
- Letting/managing agents;
- Owner/landlord
- Freeholder and/or their managing agent (for property in block of flats);
- Existing or previous agents;
- Existing or previous employers;
- Credit referencing agencies;
- Debt collectors and tracing services;
- Local authorities and government/public bodies;
- Ombudsman/redress schemes;
- Professional body/regulator;
- Courts/Tribunals;
- Police/enforcement agencies;
- Internet service providers;
- Banks/building societies;
- Tenant's/resident's next of kin or close relatives in case of emergency;
- Joint tenants and other residents;
- Guarantors;
- Tenancy Deposit Schemes;
- Universal Credit/housing benefit/other benefit administrator;
- H M Revenue and Customs;
- Council Tax authority;
- Contractors and trades people providing services at the property;
- Prospective purchasers of property;
- Other landlord/agents including where you apply to another landlord/agency for a tenancy

Your data may be transferred to countries outside the European Economic Area (EEA) in order to store data in an electronic format. Data is transferred outside the EEA on the basis of a declaration of adequacy, binding corporate rules or other safeguards.

How does the The Bath Property Shop protect data?

We take the security of your data seriously. The Bath Property Shop has internal policies and controls in place to prevent your data being lost, accidentally destroyed, misused or disclosed.

When The Bath Property Shop engages third parties to process personal data on its behalf, they do so on the basis of written instructions, are under a duty of confidentiality and are obliged to implement appropriate technical and organisational measures to ensure the security of data.

Your duty to inform us of changes

It is important that the personal information we hold about you is accurate and current. Please be sure to keep us informed if your personal information changes during the tenancy application process or during the course of a tenancy.

Lawful bases and data protection rights

Under UK data protection law, we must have a “lawful basis” for collecting and using your personal information. There is a list of possible lawful bases in the UK GDPR. You can find out more about lawful bases on the ICO’s website.

Which lawful basis we rely on may affect your data protection rights which are in brief set out below. You can find out more about your data protection rights and the exemptions which may apply on the ICO’s website:

- **Your right of access** - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for.
- **Your right to rectification** - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete.
- **Your right to erasure** - You have the right to ask us to delete your personal information.
- **Your right to restriction of processing** - You have the right to ask us to limit how we can use your personal information.
- **Your right to object to processing** - You have the right to object to the processing of your personal data.
- **Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you.
- **Your right to withdraw consent** – When we use consent as our lawful basis you have the right to withdraw your consent at any time.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

If you make a request, we must respond to you without undue delay and in any event within one month.

Normally, we aim to provide a complete response, including a copy of your personal data within that time. In some cases, however, particularly if your request is more complex, more time may be required up to a maximum of three months from the date The Bath Property Shop receives your request. You will be kept fully informed of our progress.

There is not normally any charge for a subject access request. If your request is ‘manifestly unfounded or excessive’ (for example, if you make repetitive requests) a fee may be charged to cover our administrative costs in responding.

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 contact information:

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>

Changes to this Privacy Notice

We may change this Privacy Notice from time to time. This may be necessary, for example, if the law changes, or if The Bath Property Shop changes its business in a way that affects personal data protection.

Any changes will be made available through our website at: <http://www.bathpropshop.co.uk/>

Last updated: March 2025