

## **PRIVACY POLICY (APPLICANTS AND TENANTS)**

Homespeedy Ltd (which trades as OH Property) is registered with the ICO (Information Commissioners Office) as a Data Controller under registration reference ZA237271.

In accordance with the GDPR (General Data Protection Regulation) which comes into effect on 25<sup>th</sup> May 2018, Homespeedy Ltd trading as OH Property advise the following.

### **How information about you will be used:**

The information you have provided to us about you (the 'Tenant') will be used in your legitimate interests for the purpose of processing your application to rent, and (if applicable) letting the Property to you on behalf of the Landlord and (if applicable) managing the Tenancy in accordance with the Landlord's instructions, including but not necessarily limited to: seeking relevant references, credit checks and financial and personal status information, creating necessary documentation, registering and holding tenancy deposits, receiving rent payments, making payments to your nominated account/s, and communicating with you and any authorised third parties as part of those processes; as well as meeting our legal obligations in respect of the services undertaken on your and the Landlord's behalf.

### **Who will your information be provided to:**

With the exception of the Landlord, Client Account Management software platform (Payprop), Customer Relationship Management software platform (10Ninety), appointed Contractors working on the property, Referencing Agency, applicable Deposit Protection Scheme and Utility Suppliers, to whom your necessary contact and other necessary information will be provided and/or stored, we will not pass your contact or other information about you to any other third party without express consent or request from you, unless we are legally obliged to do so – for example, as a result of prevailing UK Government legislation, court order, etc.

### **How long your information will be held for:**

With the exception of any information we are legally obliged to retain for longer periods, we will endeavour to delete/destroy all personal information (both physically and electronically) held about you by us – other than contact information for marketing purposes, if you have opted-in – within 18 months of either the termination of any tenancy agreement with you or since our last professional service to you, unless you expressly request us to retain it.

### **Who to contact to update the information we hold, find out what information we hold or opt-out (if applicable) of marketing:**

Write to Oliver Hale, OH Property, Monkton Barn, Pinn Lane, Exeter, EX1 3RG, or email [oliver@ohproperty.co.uk](mailto:oliver@ohproperty.co.uk)

*Effective from November 2023*