

PRIVACY NOTICE

1. Important information and who we are

Privacy notice

This privacy notice gives you information about how The Pamela Young Trust collects and uses your personal data to manage our tenancies.

Controller

The trustees of the Pamela Young Trust (acting in their capacity as trustees) are the controller and responsible for your personal data (collectively referred to as "the Trust", "we", "us" or "our" in this privacy notice).

If you have any questions about this privacy notice, including any requests to exercise your legal rights (paragraph 9), please contact the us using the information set out in the contact details section (paragraph 10).

2. The types of personal data we collect about you

Personal data means any information about an individual from which that person can be identified.

We may collect, use, store and transfer different kinds of personal data about you which we have grouped together as follows:

- **Identity Data** includes full name and any unique identifiers we use.
- **Contact Data** includes address, email address and telephone numbers.
- **Application Data** includes other information we collect about prospective tenants on our prospective tenant questionnaire such as age, occupation, relationships, and rental history.
- **Reference Data** are references either obtained by us from the referees provided in a prospective tenant questionnaire or provided by us to other persons where a tenant has named us as a reference.
- **Tenancy Data** includes information obtained during the course of a tenancy, such as enquiries, requests or complaints.
- **Payment Data** includes information relating to the payment of rent and any arrears.

Where we need to collect personal data by law, or under the terms of a contract we have with you, and you fail to provide that data when requested, we may not be able to perform the contract we have or are trying to enter into with you.

3. How is your personal data collected?

We use different methods to collect data from and about you including through:

- **Your interactions with us.** You will provide us with your personal data by filling in our prospective tenant questionnaire or by corresponding with us by post, phone, email or otherwise.
- **Third parties or publicly available sources.** We will receive personal data about you from various third parties as set out:
 - Identity and Reference data are obtained from the referees stated in a prospective tenant's completed questionnaire.
 - Identity and Application data are obtained from applicants about other persons who would be living in one of our properties with them.
 - Tenancy data can be obtained from any other person where they are providing us with information about you which relates to your tenancy.

4. How we use your personal data

Legal basis

The law requires us to have a legal basis for collecting and using your personal data. We usually rely on one or more of the following legal bases:

- **Performance of a contract with you:** Where we need to perform the contract we are about to enter into or have entered into with you.
- **Legitimate interests:** We may use your personal data where it is necessary to conduct our business and pursue our legitimate interests, for example to prevent fraud and enable us to give you the best and most secure customer experience. We make sure we consider and balance any potential impact on you and your rights (both positive and negative) before we process your personal data for our legitimate interests. We do not use your personal data for activities where our interests are overridden by the impact on you (unless we have your consent or are otherwise required or permitted to by law).
- **Legal obligation:** We may use your personal data where it is necessary for compliance with a legal obligation that we are subject to. We will identify the relevant legal obligation when we rely on this legal basis.
- **Consent:** We rely on consent only where we have obtained your active agreement to use your personal data for a specified purpose, for example if you subscribe to an email newsletter.

Purposes for which we will use your personal data

We have set out below, in a table format, a description of all the ways we plan to use the various categories of your personal data, and which of the legal bases we rely on to do so. We have also identified what our legitimate interests are where appropriate.

Purpose/Use	Type of data	Legal basis
To process and manage tenancy applications	(a) Identity (b) Contact (c) Application (d) Reference	(a) Taking steps at your request prior to performing a contract with you for a tenancy (b) Necessary for our legitimate interests to assess applicants for a tenancy and maintain a waiting list
To manage our relationship with you during your tenancy	(a) Identity (b) Contact (c) Payment	(a) Performance of a contract with you (b) Necessary for our legitimate interests to manage our relationship with you, including dealing with enquiries or complaints. (c) Necessary to comply with a legal obligation
To facilitate the maintenance and repair of our properties	(a) Identity (b) Contact (c) Tenancy	(a) Performance of a contract with you (b) Necessary to comply with a legal obligation
To provide references about tenants to others	(a) Identity (b) Contact (c) Tenancy (d) Reference	Necessary for our legitimate interests to provide references about our tenants at their request

5. Disclosures of your personal data

We will share a tenant's Identity and Contact data with our factor and contractors where necessary to make arrangements to facilitate the maintenance, repairs or inspections of our property.

We will provide a reference comprised of a tenant's Identity, Contact, Payment and Tenancy data with other persons or organisations where the tenant has nominated us as a referee.

In the event the rental properties of the Trust are sold or transferred to a third party, we may disclose your personal data to them if they assume some or all of the responsibilities of being your landlord. We will give tenants specific notice if this is to happen. The new landlord may use your personal data in the same way as set out in this privacy notice.

We require all our contractors to respect the confidentiality and security of your personal data and to treat it in accordance with the law. We do not allow our contractors to use your personal data for their own purposes and only permit them to process your personal data for specified purposes and in accordance with our instructions.

6. International transfers

We use software which may store your personal data in the United States of America. Any transfer to the USA is to a company which participates in the UK Extension to the EU-US Data Privacy Framework ("UK Extension").

These transfers are based on adequacy regulations made by the UK Government which say the UK Extension provides an equivalent level of data protection. Further information about the UK Extension, and your rights, is available at <https://www.dataprivacyframework.gov/Individuals-in-Europe>.

7. Data security

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data to those employees, agents, contractors and other third parties who have a need to know. They will only process your personal data on our instructions and they are subject to a duty of confidentiality.

8. Data retention

How long will you use my personal data for?

We use and retain personal data of applicants during our consideration of their application. We also retain the Identity, Contact and Application Data of unsuccessful candidates who wish to remain on our waiting list until such time as they inform us otherwise.

We use and retain personal data of tenants for the duration of their tenancy and a further six months in case of any requests for references, complaints or claims.

We also retain your personal data as long as reasonably necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, regulatory, tax, accounting or reporting requirements. We may retain your personal data for a longer period in the event of a complaint or if we reasonably believe there is a prospect of litigation in respect to our relationship with you.

To determine the appropriate retention period for personal data, we consider the amount, nature and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal, regulatory, tax, accounting or other requirements.

By law, we have to keep basic information about our tenants (including Contact, Identity, Payment Data) for six years after the end of the lease for legal and tax purposes.

In some circumstances you can ask us to delete your data: see paragraph 10 below for further information.

9. Your legal rights

You have a number of rights under data protection laws in relation to your personal data.

You have the right to:

- Request access to your personal data (commonly known as a "subject access request"). This enables you to receive a copy of the personal data we hold about you and to check that we are lawfully processing it.
- Request correction of the personal data that we hold about you. This enables you to have any incomplete or inaccurate data we hold about you corrected, though we may need to verify the accuracy of the new data you provide to us.
- Request erasure of your personal data in certain circumstances. This enables you to ask us to delete or remove personal data where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal data where you have successfully exercised your right to object to processing (see below), where we may have processed your information unlawfully or where we are required to erase your personal data to comply with local law. We may not always be able to comply with your request of erasure for specific legal reasons which will be notified to you, if applicable, at the time of your request.
- Object to processing of your personal data where we are relying on a legitimate interest (or those of a third party) as the legal basis for that particular use of your data (including carrying out profiling based on our legitimate interests). In some cases, we may demonstrate that we have compelling legitimate grounds to process your information which override your right to object.
- Request the transfer of your personal data to you or to a third party. We will provide to you, or a third party you have chosen, your personal data in a structured, commonly used, machine-readable format. Note that this right only applies to automated information which you initially provided consent for us to use or where we used the information to perform a contract with you.
- Withdraw consent at any time where we are relying on consent to process your personal data (see the table in paragraph 5 for details of when we rely on your consent as the legal basis for using your data). However, this will not affect the lawfulness of any processing carried out before you withdraw your consent. If you withdraw your consent, we may not be able to provide certain products or services to you. We will advise you if this is the case at the time you withdraw your consent.
- Request restriction of processing of your personal data. This enables you to ask us to suspend the processing of your personal data in one of the following scenarios:
 - If you want us to establish the data's accuracy;
 - Where our use of the data is unlawful but you do not want us to erase it;

- Where you need us to hold the data even if we no longer require it as you need it to establish, exercise or defend legal claims; or
- You have objected to our use of your data but we need to verify whether we have overriding legitimate grounds to use it.

If you wish to exercise any of the rights set out above, please contact us through our contact details listed in paragraph 11 below.

No fee usually required

You will not have to pay a fee to access your personal data (or to exercise any of the other rights). However, we may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive. Alternatively, we could refuse to comply with your request in these circumstances.

What we may need from you

We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.

Time limit to respond

We try to respond to all legitimate requests within one month. Occasionally it could take us longer than a month if your request is particularly complex or you have made a number of requests. In this case, we will notify you and keep you updated.

10. Contact details

If you have any questions about this privacy notice or about the use of your personal data or you want to exercise your privacy rights, please contact us at enquiries@abamatthews.com.

11. Complaints

You have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK regulator for data protection issues (www.ico.org.uk). We would, however, appreciate the chance to deal with your concerns before you approach the ICO so please contact us in the first instance.