



Data Retention Policy

How have we obtained your data and personal information?

For tenants, if you have applied for and have moved in to a property that we let/ manage, we hold your personal information and data that you have provided to us from the application form that you have filled in. If we have taken over the management of your property whilst you have been living at the property or if we have been asked to let your property by your landlord, we also have your personal information and data. For landlords, you have provided us with your details from the management/letting agreement that you have filled in and given to us.

Why do we hold and use your personal information and data that has been provided to us?

We hold and use your personal information and data for a variety of reasons. These reasons are set out in our Fair Processing Notice. Please note, we do not use your personal information and data for any other reason other than what has been stated in the Fair Processing Notice and your personal information and data is never used by us for any marketing purposes whether this be direct marketing by us or marketing from a third party company.

How long is your personal information and data held by us?

For tenants, your personal information and data is held for the amount of time that you are renting your property. For landlords, your personal information and data is held for the duration on time that we are letting/ managing your property. Unless it is required by law that we hold your personal information and data for a longer amount of time, your personal information and data will be destroyed and deleted safely and securely once you have left your property and/ or your tenancy ends. We audit our data retention every 6 months and your data is not stored for any longer than is reasonably required.

Where is your personal information and data held?

Your personal information and data is held both electronically and in a paper format. Your personal information and data which is held electronically is on a computer that is backed up and encrypted as stated in our Fair Processing Notice. Your personal information and data that is in paper format is held in a locked cupboard accessible only by the Data Controller as stated in our Fair Processing Notice.

How do we delete and/or destroy your data?

For tenants, once your tenancy has ended your personal information and data will be deleted and destroyed and for landlords this will happen once we have ceased to let/ manage your property. Any personal information and data that is held electronically will be deleted from our computer systems and this will include all of your personal data to include, but not restricted to, emails you have sent us with personal information on, application forms, bank statements, phone numbers etc. Your personal information and data that is held in paper format will be shredded and disposed of safely and securely.