



Fair Processing Notice

Created November 2025

This notice explains what personal information and data we collect, when we collect it and how we use it. During the course of our activities, we will process personal information and data (which may be held on paper, electronically or otherwise) about you and we recognize the need to treat such data in an appropriate and lawful manner. The purpose of this notice is to make you aware of how we will handle your personal information and data.

Who are we?

We are Tudor Jones Properties and we take the issue of security and data protection very seriously. We strictly adhere to guidelines published in the *General Data Protection Regulation (EU) 2016/679* which is applicable from 25th May 2018, together with any domestic laws subsequently enacted.

The owner of the company, Mr. Rhodri Thomas Jones, is notified as a Data Controller with the Information Commissioner's Office (ICO) under registration number ZA068657 and Mr. Jones is the sole data controller of any personal information and data that you provide to us.

Any questions relating to this notice and our privacy practices should be sent to Mr. Rhodri Jones who can be emailed at office@tudor-jones.co.uk, written to at 10 Monmouth Road, Pill, Bristol, BS20 0AY or phoned on 0117 226 23 37.

How we collect information from you and what information we collect

We collect information about you from:

- Your tenancy application form for your accommodation
- Your landlord if we have taken over the management/let of the property whilst you have been living at your property
- A letting/management agreement if you are a landlord

We collect the following information about you if you are a tenant:

- Your full name, date of birth, address (including any previous addresses), the length of time you have been at your current address, email address, telephone number, ID (either a driving licence or passport), proof of nationality, visa details if applicable
- Your employment status, address and contact details (including email and phone numbers) of the employer/accountant, your job title, the length of your current employment, national insurance number, salary information (including any regular overtime or commission) and any other income received, monthly pay slips, monthly bank statements
- The name of the university or college where you are studying, the course you are attending, the year of the course, student number (if applicable)
- Your current property address, current rent, marital status, current landlord name, current landlord full address, current landlord email address and phone number, whether you have any children or pets, how many people you will be living with, whether you smoke, any information on any benefits that you may be eligible for or are currently on, any information in regards to a county court judgement against you,

any information in regards to you being bankrupt currently or previously, whether you have ever been evicted from a property, whether you have had an anti-social behaviour order against you

- Next of kin name, their relationship to you, their full address, their phone number and email address, details of a UK based forwarding address
- Guarantor name, email address and telephone number, address and whether the guarantor is a homeowner in the UK
- Your bank account details including name of bank, branch address, name on the account, account number and sort code

Please note, the majority of the information detailed above comes from the application form when new tenants apply for a property that we let/manage. If you are a tenant who has been living at a property of which we have taken over the management or let, the details we will have for you will be your name/names, email address/addresses and phone numbers and not the other information detailed above as you have not filled out an application form.

We collect the following information about you if you are a landlord:

- Your full name, home address, telephone number and email address, address of the properties you have for us to let/manage, your bank details including name of bank, branch address, name on the account, account number and sort code, your tenancy deposit scheme details including your membership number, the name and address of the tenancy deposit scheme, phone number and email address of the tenancy deposit scheme

Why we need this information about you and how it will be used

For tenants, we need your information and will use your information:

- To undertake and perform our obligations and duties to you in accordance with the terms of the Tenancy Agreement with you
- To enable us to supply you with the services and information which you have requested
- To help you to manage your tenancy
- To carry out due diligence (including all referencing and 'right to rent' checks) on any prospective tenant, including whether there is any money judgements against them or any history of bankruptcy or insolvency
- To inform utility suppliers of your details when setting up the utilities at your property
- To refund any security deposit to you subject to the condition of the property you leave
- To contact you in order to send you details of any changes to our business or anything else that may affect you and;
- For all other purposes consistent with the proper performance of our operations and business

For landlords, we need your information and will use your information:

- To set up a tenancy at your property
- To manage your property in a just and lawful way
- To provide tenants with your necessary contact details if we are letting and not managing your property
- To set up payments to pay you rent, deposits etc
- To provide service/utility providers with correct information in regards to your property

Sharing of your information

The personal information and data you provide to us will be treated by us as confidential and will be processed only by a third party acting on our or your behalf within the UK, like for example a utility company or service provider. We may disclose your personal information and data to other third parties who act for us for the purposes set out in this notice or for purposes approved by you, including the following:

- If we enter into a joint venture with or merge with a business entity, your information may be disclosed to our new business partners or owners
- If your property is sold to another landlord but you remain in your property, your information may be disclosed to the new owner of the property
- To carry out due diligence on you as a prospective tenant/guarantor, including but not limited to the carrying out of affordability checks, 'right to rent' and visa checks, due diligence checks and the obtaining of references from relevant parties whose data you have provided
- To determine if there are any money judgements against you, as the prospective tenant/guarantor, or to determine if they have a history of bankruptcy or insolvency
- To carry out any necessary works on your property where the contractors need your information
- If you are unable to make payments under your tenancy, your information may be disclosed to any relevant party assisting in the recovery of this debt or the tracing of you as a tenant, and;
- In the creation, renewal or termination of the tenancy, your information will be disclosed to the relevant local authority, tenancy deposit scheme administrator, service/utility provider, or any other relevant person or organisation in connection with this

Unless required to do so by law, we will not otherwise share, sell or distribute any of the information you provide to us without your consent. We will never pass on your personal information or data for the purposes of marketing by a third party and we will never use your personal information or data to use in our own marketing.

Transfers outside the UK and Europe

Your personal information and data will only be stored within the UK and EEA. Your information will not be transferred outside the UK or EEA.

Security

When you provide us with your personal information and data we take steps to make sure that your personal information and data is kept secure and safe. We take the following steps to ensure your personal information and data is kept safe and secure:

- All paper files that contain any personal information and data are kept in locked cabinets within our office and the Data Controller is the only person who has access to these locked cabinets.
- All personal information and data that is kept electronically on a computer is password protected, backed up and encrypted. We do this by having an incremental back up on our computer and our computer system is protected with 'file vault'. 'File vault' encrypts all data stored on our computer system which means that the data itself is always secure. All our electronic devices are password protected and the router has had the Wi-Fi disabled in our office. Only the data controller has access to the electronic data that we hold.

How long we will keep your personal information and data

We review our data retention periods regularly and will only hold your personal information and data for as long as is necessary for the relevant activity, or as required by law (we may be legally required to hold some type of information), or as set out in any relevant contract we have with you. For example, once a tenant leaves a property, the tenants personal data and

information will be deleted permanently unless we are required to keep any information as required by law. Similarly, a landlords personal information and data will be erased when we cease to deal with their property, whether this be a management or let.

We audit our data retention every 6 months and your data is not stored for any longer than is reasonably required.

Our full data retention schedule is available upon request electronically and can be found in our office, the address being 10 Monmouth Road, Pill, Bristol, BS20 0AY.

Lawful basis

GDPR states that Tudor Jones Properties must record the lawful basis for the personal information and data that we hold and use. There are several lawful bases that Tudor Jones Properties ensures are adhered to when processing personal information and data and the lawful bases that Tudor Jones Properties processes data under are:

- Consent – this applies to tenants who have filled in and submitted application forms which states why Tudor Jones Properties will use the data that they have submitted, for example for referencing purposes and for notifying utility providers.
- Contract – this lawful basis is used with our data subjects that we have contracts with. We will need to process certain data (for example when referencing a tenant or when processing Landlords details for a new management or let) in order to reach an agreement.
- Legal obligation – this applies where data processing is required in order to comply with legal requirements, for example the right to rent legislation.

Your rights

You have the right at any time to:

- Ask for a copy of the information about you held by us in our records
- Ask us to correct any inaccuracies in your information
- Make a request to us to delete what personal data of yours we hold

If you would like to exercise any of your rights above please contact us at office@tudor-jones.co.uk

Should you wish to complain about the use of your information, we would ask that you contact us to resolve this matter in the first instance. You also have the right to complain to the Information Commissioners Office (ICO) in relation to our use of your information. The Information Commissioners Office contact details are detailed below:

Information Commissioners Office
Wyclife House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Telephone: 0303 123 1113
Email address: casework@ico.org

The accuracy of your information and data is important to us so please help us keep our records updated by informing us of any changes to any of your contact details.