

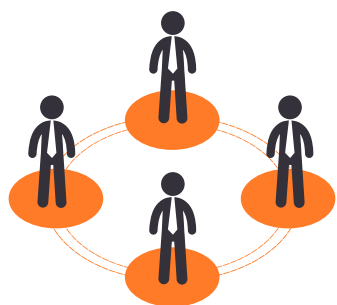


ACORN PROPERTIES GENERAL DATA PROTECTION FOR LANDLORDS



WHAT DATA DO WE COLLECT?

As a landlord we need certain information in order to create a property record and legal documentation on your behalf. These include: Your name, address, contact number, email address, bank details as well as relevant property information.



WHO IS COLLECTING MY DATA?

Initially when you contact our offices one of our trained staff will collect your data for processing. If you register yourself or via a portal then the website or portal provider will collect the information and pass it onto our staff.



WHY ARE YOU COLLECTING MY DATA?

As a landlord we need your information in order to create a property record for you on our property software. This enables us to arrange viewing appointments, consult with you on any forthcoming offers and to keep you up to date with the progress of a let as well as to keep you in the know with important industry updates and third party services. It also gives us all of the relevant information to create a tenancy agreement on your behalf and comply with deposit legislation as well as to chase any rent arrears, arrange repairs with a contractor and if required for any legal work (if this is your chosen level of service).



SO, WHAT IS YOUR LAWFUL BASIS FOR COLLECTING MY DATA?

There are several lawful basis for collecting your data as a landlord with us. These include, contract fulfilment, legal obligation, consent, and legitimate interest.



WHO WILL MY DATA BE SHARED WITH?

Your Data Protection is very important to us and we will only ever share your information where and when necessary. As a landlord your data could be shared with our trained staff, our chosen third party insurance services, our cloud based software, mortgage providers, government agencies, an IT backup system, contractors for repairs, your tenants, guarantors and relevant persons in the same property on the same agreement (where applicable), your deposit scheme provider, utility providers, solicitors and court services, and occasionally with our third party email marketing provider (only accessed by our staff) in order to send you useful information.



HOW IS MY DATA STORED?

Your data will be stored on our property software system and internal server and backed up to the cloud. We may also retain paper copies of your agreement and referencing in a locked storage area.



HOW LONG DO YOU KEEP MY DATA?

We will only ever keep your data for as long as is necessary, as a landlord your legal agreement and information therein will be stored for the term of the agreement and for ten years after the end of the tenancy. In the case that we do not let a property for you we will store your information for a period of up to five years unless you request otherwise. All paper data is destroyed safely and ethically and we retain data destruction audit records for your peace of mind.