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# Honest Lettings privacy notice

## Honest Lettings Limited customer privacy notice

This privacy notice tells you what to expect us to do with your personal information.

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## Contact details

### Telephone

07925059564

### Email

team@honestlettings.co.uk

## What information we collect, use, and why

We collect or use the following information to **provide and improve products and services for clients**:

* Names and contact details
* Addresses
* Occupation
* Date of birth
* Marital status
* Third party information (such as family members or other relevant parties)
* Payment details (including card or bank information for transfers and direct debits)
* Financial data (including income and expenditure)
* Transaction data (including details about payments to and from you and details of products and services you have purchased)
* Credit history and credit reference information

We collect or use the following personal information for the **operation of client or customer accounts**:

* Names and contact details
* Addresses
* Purchase or service history
* Account information, including registration details
* Information used for security purposes

We also collect or use the following information for the **operation of client or customer accounts**:

* Biometric information (where used to identify someone)

We collect or use the following personal information for **information updates or marketing purposes**:

* Marketing preferences
* Purchase or account history
* Website and app user journey information

We collect or use the following personal information to **comply with legal requirements**:

* Name
* Contact information
* Identification documents
* Client account information
* Any other personal information required to comply with legal obligations

We also collect or use the following information to **comply with legal requirements**:

* Biometric information (where used to identify someone)

We collect or use the following personal information for **dealing with queries, complaints or claims**:

* Names and contact details
* Address
* Purchase or service history
* Photographs
* Customer or client accounts and records
* Correspondence

## Lawful bases and data protection rights

Under UK data protection law, we must have a “lawful basis” for collecting and using your personal information. There is a list of possible lawful bases in the UK GDPR. You can find out more about lawful bases on the ICO’s website.

Which lawful basis we rely on may affect your data protection rights which are in brief set out below. You can find out more about your data protection rights and the exemptions which may apply on the ICO’s website:

* **Your right of access** - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for. [You can read more about this right here](https://ico.org.uk/for-organisations/advice-for-small-organisations/create-your-own-privacy-notice/your-data-protection-rights/#roa).
* **Your right to rectification** - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete. [You can read more about this right here](https://ico.org.uk/for-organisations/advice-for-small-organisations/create-your-own-privacy-notice/your-data-protection-rights/#rtr).
* **Your right to erasure** - You have the right to ask us to delete your personal information. [You can read more about this right here](https://ico.org.uk/for-organisations/advice-for-small-organisations/create-your-own-privacy-notice/your-data-protection-rights/#rte).
* **Your right to restriction of processing** - You have the right to ask us to limit how we can use your personal information. [You can read more about this right here](https://ico.org.uk/for-organisations/advice-for-small-organisations/create-your-own-privacy-notice/your-data-protection-rights/#rtrop).
* **Your right to object to processing** - You have the right to object to the processing of your personal data. [You can read more about this right here](https://ico.org.uk/for-organisations/advice-for-small-organisations/create-your-own-privacy-notice/your-data-protection-rights/#rto).
* **Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you. [You can read more about this right here](https://ico.org.uk/for-organisations/advice-for-small-organisations/create-your-own-privacy-notice/your-data-protection-rights/#rtdp).
* **Your right to withdraw consent** – When we use consent as our lawful basis you have the right to withdraw your consent at any time. [You can read more about this right here](https://ico.org.uk/for-organisations/advice-for-small-organisations/create-your-own-privacy-notice/your-data-protection-rights/#rtwc).

If you make a request, we must respond to you without undue delay and in any event within one month.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

### Our lawful bases for the collection and use of your data

Our lawful bases for collecting or using personal information to **provide and improve products and services for clients** are:

* Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
* Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
* Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.

Our lawful bases for collecting or using personal information for the **operation of client or customer accounts** are:

* Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
* Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
* Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.

Our lawful bases for collecting or using personal information for **information updates or marketing purposes** are:

* Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.

Our lawful bases for collecting or using personal information to **comply with legal requirements**:

* Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
* Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
* Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.

Our lawful bases for collecting or using personal information for **dealing with queries, complaints or claims** are:

* Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
* Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.

## Where we get personal information from

* Directly from you
* Publicly available sources
* Credit reference agencies
* Suppliers and service providers

## How long we keep information

[Insert information about how long you store personal information here.]

[Paste your retention schedule here.]

All personal information collected from clients and partners (landlords, tenants and partners/suppliers of services) will be retained on an in-house private database for 12 months post end of tenancy. Any physical documents collected will be destroyed immediately after being digitally scanned. At 12 months, the information will be deleted from the database by the director of the company.

Information will be retained for 12 months post tenancy to deal with any queries such as deposit disputes, tax queries, annual financial statements.

## Who we share information with

### Data processors

**LettsPay**

This data processor does the following activities for us: They process our payments.

**Loop**

This data processor does the following activities for us: They manage our online portal for landlords and tenants.

### Others we share personal information with

* Regulatory authorities
* Organisations we’re legally obliged to share personal information with

## How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we’ve used your data after raising a complaint with us, you can also complain to the ICO.

The ICO’s address:

Information Commissioner’s Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

Website: [https://www.ico.org.uk/make-a-complaint](https://ico.org.uk/make-a-complaint/)

## Last updated

20 December 2024