

Privacy Notice for Residential Tenants

1 The purpose of this notice

This notice tells you what personal data Marston Properties collects about you, why we need it, how we use it and what protections are in place to keep it secure.

It is Marston Properties policy to:

- Process your personal information fairly and in accordance with GDPR law
- Tell you about how we will use your personal information
- Only collect personal information from you when we need it for legitimate purposes, or legal reasons
- Ensure that personal information held is relevant and not excessive for the purpose for which it is obtained
- Not keep your personal information for longer than we need to
- Keep your personal information secure, and limit the people who can access it
- Ensure that you know how to access your personal information and exercise your rights in relation to it, including being able to keep it accurate and up-to-date
- Ensure that any third parties we share your personal information with take appropriate steps to protect it.

If we wish to use your personal data for a new purpose, not covered by this Data Protection Notice, then we will provide you with a new notice explaining this new use prior to commencing the processing and setting out the relevant purposes and processing conditions. For the purpose of the legislation and your personal data, Marston Properties Limited is the Data Controller and the Directors can be contacted at 1 Mills Yard, Fulham London SW6 3AQ.

2 Collecting your personal data

Marston Properties collects and processes personal data relating to its tenants. The organisation is committed to being transparent about how it collects and uses that data.

There are 6 lawful bases of processing your data being consent, a legitimate interest, contract fulfilment, a legal obligation, public interest and a vital interest. For each usage of the data the lawful basis of the processing of your data will be identified below. A legitimate interest is when we have a business or commercial reason to process your personal data which needs to be balanced with your interests i.e. what is right and best for you.

Requirements	Data held includes	Legal Basis
Identity Verification	first name, maiden name, last name, username or similar identifier, marital status, title, date of birth, passports, visas and gender.	Legal requirement
Communication related to tenancy and renewals	correspondence address, email address and telephone numbers.	Contract fulfilment

Communication related to Marston Properties Limited Marketing	correspondence address, email address and telephone numbers.	Consent
Complying with right to rent checks	personal details, passports, visas	Legal Requirement
Information about who to contact in a case of emergency	next of kin contact details, email address, address, telephone number	Legitimate and Vital Interest to be able to contact nominated person in an emergency
Processing Transactions	address, bank details, email address	Contract fulfilment
End of tenancy procedures	Personal details, bank statements, forwarding address details	Contract fulfilment Legitimate Interests to return your deposit, collect any arrears and close utility accounts

3 Using your personal data

Marston Properties needs to process personal data to manage the business and to comply with current legislation.

Processing your data enables us to:

- Draw up your tenancy agreement and other associated move in documentation.
- Record transactions related to your tenancy
- Manage your deposit and serve the prescribed information.
- Handle maintenance enquiries/issues.
- Renew your tenancy.
- Advise on your rent account.
- Communicate with you day to day.
- End your tenancy including returning your deposit and closing your utility accounts.

4 Sharing your personal data

Your information will be used by the Residential, Finance and Maintenance departments. Your information may also be shared with The Marston Properties group companies but will only be used in line with this privacy notice.

Your relevant personal data may be shared with third parties including:

- Letting Agencies with whom you had an initial contractual relationship
- Tenant Referencing Agencies including FCC Paragon
- Your co-tenants and guarantors
- Deposit protection schemes including DPS (Deposit Protection Service) and mydeposits

- Out of hours maintenance service providers
- External Contractors working on behalf of Marston Properties Ltd
- Third party IT service providers and software systems
- Confidential Waste Disposal Companies
- Professional Advisors including Solicitors and Auditors
- Utility Providers and Local Authorities
- High Court Enforcement Officers & Certificated Enforcement Agents (Bailiffs)

We will ensure that any third parties we share your personal information with take appropriate steps to protect it.

5 Protecting your personal data

Your personal data is saved electronically on servers and on software systems which are local and cloud based. The back-ups are encrypted and stored in a third party data centre. Marston Properties Limited regularly reviews the security of these systems and holds a Cyber Essentials Security Certificate. We have internal policies in place to try to ensure that your data is not lost, accidentally destroyed, misused or disclosed. This is controlled by only granting access to authorised personnel to fulfil their roles.

Data held by Marston Properties Ltd is stored within the European Union. The information you share with us may be transferred by us or any of the types of firms or organisations we have noted above, to other countries for processing to take place, including locations outside of the UK and the European Union. We will only do so if there are adequate levels of protection in place as required by applicable data protection laws.

6 Keeping your personal data

Marston Properties Limited holds different categories of personal data for different periods of time.

We will keep your personal data for as long as you are a residential tenant of Marston Properties Ltd and then in accordance with our Retention of Personal Data Policy.

We may keep your data for up to 7 years to maintain records according to rules that apply to us. We may keep your data longer than 7 years if we cannot delete it due to legal, regulatory or technical reasons. Information related to Health and Safety matters may be held for up to 40 years due to the possibility of latent claims under health and safety regulations. Wherever possible we will endeavour to minimise the amount of personal data held and will only use it for those purposes.

7 Cookies and tracking

The Marston Properties website and applications may collect anonymous data about how you use our services in order to help us improve future functionality.

Marston Properties use Google Analytics, which is a web analysis service provided by Google. No data that personally identifies an individual (such as a name, email address or billing information) is tracked, collected or uploaded. Marston Properties may collect and report on the adoption and usage of specific features, crashes and exceptions and other useful, anonymous metrics.

8 Your rights

As a data subject, you have a number of rights. You can:

- Access and obtain a copy of your data on request

- Require the organisation to update incorrect or incomplete data
- Require erasure of your data when consent is our basis of processing (the right to be forgotten). You may request that your personal data be erased, for example, where there is no compelling reason for its continued processing or where you withdraw consent. We will comply with your request unless we have another basis of processing justifying our retaining the data (for example a legal requirement or the defence of a legal claim).
- Ask the organisation to stop processing data periodically if data is inaccurate or there is a dispute about whether or not your interests override the organisation's legitimate grounds for processing data.
- Where the lawful basis for processing is your consent, you may withdraw consent at any time by writing to: Noreen Tapp, Marston Properties Ltd, 1 Mills Yard, London SW6 3AQ or emailing nstapp@marstonproperties.co.uk

9. Changes to this privacy notice

We keep our privacy notice under regular review and will post updated versions on our website.