

### **Privacy Notice – Lexingtons Property Management and Maintenance Limited**

This Privacy Notice is a public document available to anyone and applies to customers of Lexingtons Property Management and Maintenance Ltd to explain how the organisation collects and processes personal information to conduct normal business activities, we are regulated by The Property Ombudsman.

Our normal business activities are:

- Providing Private Residential Housing
- Property Maintenance and Repair
- Managing Properties for Residential Letting on behalf of Private Landlords
- Managing your tenancy and account on behalf of or acting as your landlord
- Serving legal notices in relation to tenancies

We are Lexingtons Property Management and Maintenance Limited and our registered office is  
35 RYELAND WAY, TROWBRIDGE, BA14 7SH

The Company Data Protection Officer can be contacted via the following:

[dpo@lexingtonsproperty.com](mailto:dpo@lexingtonsproperty.com)

Telephone: 07432 283135

We collect information from the data provided to us by you predominately via our terms and conditions of business or tenancy application process but also by telephone, letter, email or in person.

We do not record telephone conversations but keep written records of verbal conversations including text messages and emails relating to tenancies and maintenance issues during the tenancy, the records are held for a period of one year after the end of the tenancy.

We make take photos of properties in relation to letting and maintenance, repair and damage malicious or otherwise. Pictures of individuals provided to us for purposes of identification will only be used for that purpose and will not be shared with anyone other than referencing agencies and the legal requirement of right to rent again these records will only be held for a period of one year after the end of the tenancy.

We may receive information about you from third parties including the council or benefits office relating to your housing, previous landlords and credit agencies when you apply for housing and police, welfare or support organisations dealing with you.

The information we collect in relation to you may include the following:

- Your full name/ proof of identity/ photo id
- Proof of ownership of property or leaseholder details
- Date of birth
- NI Number
- Contact details including address, phone number, email address
- Details of anyone authorised to act on your behalf
- Names and D.O.B of any other permitted occupants relating to your tenancy
- Bank details for paying or receiving rent
- Proof of housing eligibility

In addition to the above where there has been anti-social behaviour or breach of tenancy we may need to collect further information however this will vary depending on the circumstances. Where a deposit is taken we will need to share your details with the Deposit Protection Service.

In cases of rent arrears, we may need to share financial information with government agencies.

The information we require from you is used to manage your tenancy or other contract between you and Lexingtons Property Management and Maintenance Limited. Please read your contract carefully for specific details as 'performance of a contract' is usually the legal basis for processing your information and carrying out our business activities.

Some of the information we hold will be shared with parties in relation to property maintenance and repairs. We will notify you first and seek permission to pass on your details to tenants, landlords and maintenance operators. Our maintenance operators/ contractors are required to comply with the law and our own data processing agreement.

We never share your personal information for marketing purposes.

We will only discuss tenancy details with those named on your agreement or those authorised by you.

We may need to share your information with government departments or other organisations where we are legally required to do so.

Data relating to a tenancy either as a landlord or tenant will be kept for the duration of the tenancy and a period of up to three years after. We will keep accounts information and any other information to comply with the law for the period legally required to do so.

We will not send use your information to send you unsolicited marketing material or sell your personal information to third parties.

If you wish to access the personal information we hold about you please email your request to [dpo@lexingtonsproperty.com](mailto:dpo@lexingtonsproperty.com), we do not charge a fee for this request however subsequent requests or excessive or unreasonable requests may incur a charge of £15.00. We will respond to your request within 30 days from date of receipt of your email.

If you have any questions or issues, please contact us in the first instance however if you are still unhappy you may contact the Information Commissioner's Office (ICO) at <https://ico.org.uk> our ICO registration number is ZA350522.