



Privacy and Security Policy - TENANTS

Your Data: Key Summary

- Gps Lettings Ltd acts as the data controller. That means we're responsible for all of the information you share with us.
- We never sell your data onto third parties, and only collect as much as we need to carry out our role as a letting agent, or to improve our service and communication with you
- We make every effort to protect your information, and won't store it for longer than we need to.

How we use your data

Your personal details, including name, email address and contact addresses

We use these to fulfill our role as a letting agent. We endeavor to keep you updated with all aspects of your tenancy. We also use the data to ensure that your tenancy is not breached in any way.

Your contact history

If you contact us by email or by phone, then we may keep a record of this. This is useful for us to confirm future queries either of us may have with your tenancy, or with the services you have received from us. We also use these for ongoing staff training. We may also anonymize and aggregate information and use it to see patterns in our services so that we can improve.

Who we share your data with

Your data may be shared with your landlord, contractors, referencing agency, utility companies, local authorities, rent guarantee insurers. We only share the amount of data that is required by each of these companies / individuals, for them to action their involvement accordingly.

Your data; your rights

We want to keep you informed about how we use your information. You have a right to know this in line with GDPR guidelines. You have a right to request details about the data we have on you, the right to request we correct any inaccurate personal information, the right to no longer receive some information from us and the right to have some or all of your data forgotten or deleted.

If you have any questions about these rights, please contact us on admin@gpslettings.com

Any concerns about how your data is handled should be reported to us at admin@gpslettings.com

The legislation is regulated by the ICO and concerns about how your data is handled can also be reported to them on their web site <https://ico.org.uk/concerns/handling/>

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