



Privacy notice

This notice sets out how we hold and process information about you in accordance with the General Data Protection Regulation (GDPR). Information may include personal details, employment and education details, and financial details.

Who are we?

Snug Shared Living is a cooperative of local landlords who work together to provide high quality, value for money homes in the Reading area. It comprises the following companies: Location Key Property Ltd, HD Housing Ltd., Helsen Properties Ltd, BND Developments Ltd, RAM Bennett Ltd, WR Bennett Ltd, Collier Jeremy Ltd, Collier & Jeremy Properties Ltd, 3 Bridges Residential Ltd and The Glass Family Partnership. All these companies comply with this privacy notice.

Why we hold and process information?

We hold and process information about tenants, guarantors and prospective new tenants/guarantors in order to decide whether to let a property, to prevent fraud, to draw up a contract, to comply with that contract, and to comply with our obligations as a provider of residential accommodation. This includes:

- dealing with lettings.
- dealing with applications for tenancies.
- checking suitability for tenancies (including credit, immigration, employment, address history, and similar checks).
- managing property.
- rent and debt collection.
- maintaining our accounts and records; and
- dealing with tenancy deposits.

Relevant information may include personal details, employment and education details and financial details. By law, we have to carry out immigration checks on new tenants and residents. We must keep copies of these documents we inspect and we may keep these copies on computer or as hard copies.

Sharing information with others

We may need to share personal information we process with others. If we have to do this, we will keep to data protection legislation.

Information will be shared between us and our Lettings Manager, Rebecca Brennan, who uses the data on our behalf for the purposes set out in this notice.

Depending on the circumstances, we may also share information with:

- other landlords.
- employers.
- educational institutions, universities and colleges.
- suppliers (including gas, electricity and water companies) and service providers.
- financial organisations (including banks).
- credit- and tenant-reference agencies.
- tenancy deposit schemes.



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- debt-collection and tracing agencies.
- public and government bodies (including Local Authorities, Police, and departments who deal with benefits and council tax).
- contractors and repairers.
- letting and managing agents; and
- any future owner of the property.

This does not mean that we necessarily share information with all of the above but we may do so if we need to.

Council tax and utilities and services

We may be required to share information in relation to utility companies, service providers, council tax, the local authority, police and debt collection agencies in relation to your tenancy.

How is your information stored?

All information is stored securely, either electronically on secure servers and password-protected personal computing devices, or in hardcopy form in secure manual filing systems.

We limit access to your personal information to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal data on our instructions and they are subject to a duty of confidentiality.

How long will we keep your information?

If your tenancy application does not go ahead we will retain your information for a maximum of one year. If your tenancy does proceed we will only hold data for a maximum of six complete financial years following the end of your tenancy in accordance with our contractual, statutory and legitimate interests. In some circumstances we may keep copies of tenancy agreements for a maximum of ten years for local authority planning issues.

Your rights

Details of all your rights under GDPR can be found on the ICO's (Information Commissioner's Office) web site here: <https://ico.org.uk/your-data-matters/>

Should you have any concerns or questions about our use of your information, or if you wish to exercise any of the rights outlined by the ICO, please contact us at: privacy@snugsharedliving.co.uk