

Tenant Privacy Notice

Riverdale Estates Limited is committed to protecting and processing your personal data in accordance with the General Data Protection Regulation and the Data Protection Act 2018 (the Legislation). For the purpose of the Legislation and your personal data, Riverdale Estates Limited is the Data Controller, Kate Fell is the person responsible for data protection and can be contacted at Riverdale Estates Limited, 10 Wherry Lane, Ipswich IP4 1LG, telephone: 01473 217600, email: kate@riverdaleestates.co.uk.

The General Data Protection Regulation is intended to safeguard your personally identifiable information or personal data. This privacy notice will be regularly reviewed and updated.

Information held

The personal data we process will include the data set out below and may also include sensitive "special category" data concerning health, if relevant to your application.

1. Name
2. Contact details (email, telephone and postal address)
3. Date of birth
4. Employer information
5. Current landlord details
6. Next of kin details
7. Bank details
8. Children's details
9. Credit score results and history
10. Reference information
11. Copy passport and other documents you provide as evidence of your ID and address.
12. Future correspondence address.
13. Visa information
14. Self employment details

As well as collecting data from you, we may source data from 3rd parties or via third parties e.g. Credit referencing company, referees, local authority.

Use of Data and Lawful basis of processing

We will process your personal data for the following purposes and on the bases for lawful processing set out below:-

We will process your personal data for the purpose of assessing your application for a tenancy, credit checks and referencing purposes and the preparation of and entry into any tenancy agreement, which may include sharing your data with the proposed landlord. The basis for this processing will be that it is necessary for the purpose of our legitimate interests in fulfilling our obligations under our agreement with the relevant landlord for the marketing and management of their property and our legal and regulatory obligations.

We will process your personal data for the purpose of ongoing administration during and after your tenancy, which may include sharing your personal data with third parties such as utility providers and local authorities. The basis for this processing will be that it is necessary for the purpose of our legitimate interests in fulfilling our obligations under our agreement with the relevant landlord for the marketing and management of their property and our legal and regulatory obligations.

We will retain and process your personal data after the end of your tenancy in accordance with the retention periods set out below. The basis for this processing will be that it is necessary for our compliance with our legal obligations and that it forms part of our legitimate interest in ensuring that we maintain appropriate business records in case of future queries or disputes.

We may process your personal data for direct marketing purposes to keep you informed of relevant properties in which you may be interested. This processing will be limited to processing of your name and contact details. The basis for this processing will be that it forms part of our legitimate interest in ensuring that you are made aware of any relevant properties or rental opportunities

To the extent that we process any “special category” data in relation to your health as part of your application this will be on the basis that you have given specific consent to this under article 9(2)(a) of the GDPR to allow us to process your application.

Online identifiers, IP addresses and cookie identifiers

Where you visit our website we may collect information about your computer, including where available your IP address, operating system and browser type, for system administration and to report aggregate information to our advertisers. This is statistical data about our users’ browsing actions and patterns.

We may obtain information by using a cookie file which is stored on the hard drive of your computer. Cookies contain information that is transferred to your computer’s hard drive. They help us to improve our site and to deliver a better and more personalised service. They enable us:

- To estimate our audience size and usage pattern.
- To store information about your preferences, and so allow us to customise our site according to your individual interests.
- To speed up your searches.
- To recognise you when you return to our site.

You may refuse to accept cookies by activating the setting on your browser which allows you to refuse the setting of cookies. However, if you select this setting you may be unable to access certain parts of our site. Unless you have adjusted your browser setting so that it will refuse cookies, our system will issue cookies when you log on to our site. You can find more information about cookies at www.allaboutcookies.org

This policy only applies to our site. If you leave our site via a link or otherwise, you will be subject to the privacy policy of that website provider. We have no control over that privacy policy or the terms of the website and you should check their privacy policy before continuing to access the site.

Recipients of personal data

It will be necessary for us to process or share all or some of your personal data with a range of individuals, businesses and organisations and these may include those stated above.

"We share your name, email address and the product/service you purchased (as obtained during the order process) with Feefo, who will send you an email on our behalf asking you to complete a review. Our legal basis for doing this is our legitimate interest in asking for feedback in order to improve our products and services.

Please see [Feefo’s privacy policy](#) for more information on how Feefo uses the reviews you submit."

We may need to share your data with contractors who carry out works at your property, the Home Office (in connection with immigration and “right to rent” issues), the DWP, local authorities, utility companies or credit referencing agencies. We may also share data with your joint tenants where necessary to fulfil our contract with your landlord.

Where is the data stored?

Your personal data is always stored within the European Union or outside of the European Union but with an organisation operating under the General Data Protection Regulations.

Retention period and criteria used to determine the retention period

We will retain some elements of your personal data for up to six years after your tenancy in order to comply with our legal and regulatory obligations. We will also retain some elements of your personal data for up to 12 months after an unsuccessful application in order to allow us to deal with any subsequent queries or disputes. What information can be anonymized will be when no longer required for either contractual fulfilment or a legitimate interest. If the lawful basis for processing your data was consent then you may withdraw consent at any time.

Your rights

You have a right of access to check your personal data to verify the lawful basis of processing. We are obliged to respond to an access request within 30 days and may not charge a fee unless the request is unfounded, excessive or repetitive. If a fee is charged it is to be a reasonable fee based upon the administrative cost of providing the information.

You have a right to rectification if the data we hold is either inaccurate or incomplete. If your data has been disclosed to third parties then we must inform them of the rectification, where possible.

You have a right to 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).

You have some rights to ask us to restrict processing i.e. to block or suppress processing where, for example, the data may be incorrect and whilst the accuracy is verified. We are permitted to store the data.

Your right to object

You do have a right to object to further processing of your personal data where the processing is on the basis of our legitimate interests. We may be required to stop processing unless there is some other legitimate basis of processing such as a legitimate interest or a requirement for the exercise or defence of a legal claim or there are compelling legitimate grounds to continuing the processing in accordance with article 21(1) of the GDPR. We consider that such compelling legitimate grounds will apply where the processing of data is necessary for the continuing administration of your tenancy or for compliance with our legal or regulatory obligations.

Withdrawal of consent

Where the lawful basis for processing is your consent, you may withdraw consent at any time by writing to, Kate Fell, Riverdale Estates Limited at 10 Wherry Lane, Ipswich IP4 1LG, telephone: 01473 217600 or emailing kate@riverdaleestates.co.uk.

How to lodge a complaint with the supervisory authority

The supervisory authority responsible for data protection is the Information Commissioners Office (ICO) to whom concerns may be reported by phone on **0303 123 1113** or +44 1625 545 745 if calling from outside the UK, by email using the form on the website ico.org.uk or the livechat function.