

Privacy Notice

Who we are	How to contact us
Eazy Lett Lettings Ltd Company number: 06066012 201 Nantwich Road Crewe, Cheshire, CW2 6DD	Email: info@eazylett.com Telephone: 01270 617205 Website: www.eazylett.com

This notice explains how Eazy Lett Lettings Ltd (referred to as **“Eazy Lett”**, **“we”**, **“us”** or **“our”**) collects and uses personal information. It applies to landlords, tenants, contract-holders in Wales, prospective tenants, guarantors, occupiers, contractors, property owners, website users and anyone else who deals with us.

For most of the personal information described in this notice, Eazy Lett is the data controller. In some limited situations we may process information on a landlord's instructions. Where another organisation is responsible for deciding how your information is used, it may provide its own privacy notice.

1. The information we collect

- Identity and contact details, including your name, date of birth, address, telephone number, email address and previous addresses.
- Proof of identity, immigration status and Right to Rent information for properties in England, where required by law.
- Application, referencing and affordability information, including employment, income, credit history, previous landlord references and guarantor details.
- Financial information, including rent, deposits, arrears, payment records, bank details and landlord accounting information.
- Tenancy, occupation-contract and property-management records, including agreements, inventories, inspections, correspondence, notices, complaints and possession-related information.
- Maintenance and safety information, including repair reports, photographs, videos, access arrangements and communications with contractors.
- Information about health, disability, vulnerability or support needs when relevant to providing our service, making reasonable adjustments or responding to an emergency.
- Information relating to alleged offences, convictions, fraud prevention or legal proceedings where it is necessary and lawful for us to process it.
- Website and communications information, including enquiry-form content, email records, device information and cookie data where used.
- Information about landlords, suppliers and contractors, including ownership, contact, banking, insurance, qualification and tax information.

We aim to collect only the information reasonably required for the relevant purpose. If you provide information about another person, such as a joint applicant, household member, referee, emergency contact or guarantor, you should tell them that their information has been provided to us and direct them to this notice.

2. How we obtain information

We normally receive information directly from you. We may also receive it from joint applicants, landlords, tenants, guarantors, employers, previous landlords or agents, referencing and credit-check providers, property portals, local authorities, utility providers, deposit schemes, insurers, contractors, professional advisers, government bodies, publicly available sources and other organisations involved in a tenancy or property.

3. Why we use information and our lawful bases

Purpose	Usual lawful basis
Responding to enquiries, arranging viewings, assessing applications and preparing a tenancy, occupation contract or management agreement.	Steps before entering a contract; contract; legitimate interests.
Managing tenancies and properties, collecting rent, administering deposits, arranging inspections, repairs, safety work and communicating with those involved.	Contract; legal obligation; legitimate interests.
Checking identity, Right to Rent, ownership, compliance and preventing fraud or unlawful activity.	Legal obligation; legitimate interests; substantial public interest where special-category or criminal-offence data is involved.
Managing arrears, complaints, insurance claims, disputes, possession proceedings and protecting legal rights.	Contract; legal obligation; legitimate interests; establishment, exercise or defence of legal claims.
Accounting, tax, audit, regulatory reporting and responding to courts, regulators or public authorities.	Legal obligation; legitimate interests.
Protecting someone's life or safety in an emergency.	Vital interests; legal obligation; legitimate interests.
Sending optional marketing and using non-essential website cookies.	Consent, where required. You may withdraw consent at any time.

Our legitimate interests include operating and improving our letting and management business, providing an efficient service, protecting properties and funds, preventing fraud, maintaining records, recovering debts and protecting our legal rights. We balance these interests against your rights and reasonable expectations.

4. Special-category and criminal-offence information

We only use particularly sensitive information, such as health or disability information, when it is necessary and we have both a lawful basis and an additional legal condition. Depending on the circumstances, this may include explicit consent, vital interests, employment or social-protection law, substantial public interest, or the establishment, exercise or defence of legal claims. Criminal-offence information is processed only where authorised by law and subject to appropriate safeguards.

5. Who we share information with

Where necessary for the purposes above, we may share relevant information with:

- landlords, property owners, tenants, contract-holders, joint applicants, guarantors and authorised representatives;
- referencing, identity, credit-check and fraud-prevention providers, employers and previous landlords or agents;
- property portals and advertising providers, including Rightmove where used;
- tenancy-deposit protection schemes and deposit administrators;
- local authorities, council tax departments, utility and water providers, benefits authorities and government departments;
- contractors, inventory providers, surveyors, valuers and safety-certification providers;

- insurers, rent-guarantee providers, lenders, accountants, auditors, solicitors, debt-recovery providers, courts and tribunals;
- our property-management, maintenance-reporting, electronic-signature, communications, document-storage, website and IT providers, including Alto, Fixflo and Inventory Hive where used; and
- the police, regulators and other public bodies where disclosure is required or permitted by law.

We share only information that is reasonably necessary. Service providers acting on our behalf are required to protect personal information and use it only for authorised purposes. We do not sell personal information.

6. Referencing and decisions

Tenant referencing may involve identity, affordability and credit checks carried out by a specialist provider. The provider may use information obtained from credit-reference agencies, fraud-prevention databases, employers and previous landlords. A referencing result may inform whether an application proceeds, whether a guarantor is required or whether other terms are offered. Eazy Lett does not intend to make a decision producing legal or similarly significant effects solely by automated means without appropriate safeguards. You may ask us for human review or challenge information that you believe is inaccurate.

7. International transfers

Some technology or service providers may store or access information outside the United Kingdom. Where this happens, we require an appropriate safeguard, such as UK adequacy regulations, the UK International Data Transfer Agreement, the UK Addendum to approved standard contractual clauses, or another lawful transfer mechanism. You may contact us for further information about the safeguard used.

8. How long we keep information

We keep information only for as long as reasonably necessary for the purpose for which it was collected and to meet legal, accounting, regulatory, insurance and dispute-resolution requirements. Our usual retention periods are:

Record	Usual retention period
General enquiries and unsuccessful applications	Normally up to 12 months after the last meaningful contact, unless needed for a complaint, dispute or legal obligation.
Successful applications, tenancies, occupation contracts and property-management files	Normally 7 years after the tenancy, contract or client relationship ends, and longer where a dispute, claim or legal requirement applies.
Right to Rent check copies	For the tenancy and at least 1 year after it ends, or longer where necessary for a legal matter.
Financial, rent, landlord and tax records	Normally 6 years after the relevant financial year or transaction, and longer where legally required.
Maintenance, inspection, safety and deposit records	Normally 7 years after the relevant tenancy or management relationship ends.
Marketing preferences	Until consent is withdrawn or the details are no longer needed; suppression records may be retained to respect an opt-out.

These are general periods rather than absolute rules. We may retain less information, anonymise it, or keep it longer where required by law, a regulator, an insurer, an ongoing complaint or anticipated legal proceedings.

9. Security

We use appropriate organisational and technical measures designed to protect personal information against accidental or unlawful loss, alteration, disclosure or access. Access is limited to people who need the information for their work. No method of storage or transmission is completely secure, but we review our arrangements and require relevant service providers to apply suitable protections.

10. Your rights

Depending on the circumstances, you may have the right to:

- ask for a copy of your personal information;
- have inaccurate or incomplete information corrected;
- ask for information to be erased or its use restricted;
- object to processing based on legitimate interests or to direct marketing;
- receive certain information in a portable format;
- withdraw consent at any time where processing relies on consent; and
- ask for human intervention in relation to certain solely automated decisions.

These rights are not absolute and exemptions may apply. We may need to verify your identity before responding. We normally respond within one month, although the law permits additional time for particularly complex or numerous requests. We do not normally charge a fee.

11. When information must be provided

Some information is needed to enter into or manage a tenancy, occupation contract or management agreement, or to meet a legal requirement. If required information is not provided, we may be unable to assess an application, enter into an agreement, provide a service or comply with our legal duties. We will explain this where it applies.

12. Cookies and the website

Our website may use essential cookies required for it to operate. Analytics, advertising or other non-essential cookies should only be used in accordance with applicable consent requirements. The website's separate cookie policy and preference tool should identify the cookies actually in use, their providers, purposes and duration. Cookie settings can be changed through the preference tool where available.

13. Contacting us and making a complaint

Questions, requests or concerns about personal information should be sent to:

Privacy contact

Eazy Lett Lettings Ltd
201 Nantwich Road, Crewe, Cheshire, CW2 6DD
Email: info@eazylett.com
Telephone: 01270 617205

We would welcome the opportunity to resolve your concern. You also have the right to complain to the Information Commissioner's Office (ICO). Current contact details and the online complaint process are available at www.ico.org.uk/make-a-complaint/. The ICO can also be contacted by telephone on 0303 123 1113.

14. Changes to this notice

We may update this notice when our services, systems or legal obligations change. The latest version will be published on our website and will show its revision date. Material changes may also be brought to the attention of affected individuals where appropriate.