



17 NAMRIK MEWS, HOVE BN3 2TF
01273 722201 - 07887 551179

Privacy Policy

Yes Lets Limited (registered office Shearers, 30 Brunswick Road, Shoreham By Sea BN43 5WB, registered in England 4828730) is committed to protecting your personal information. The purpose of this policy is to inform you how we will handle your personal data. We recognise the need to treat it in an appropriate and lawful manner. We take the issue of security and data protection very seriously and adhere to guidelines published in the General Data Protection Regulation (EU) 2016/679 which is applicable from the 25th May 2018, together with any domestic laws subsequently enacted.

Yes Lets is registered as a Data Controller with the Office of the Information Commissioner under registration number ZA579000 and we are the data controller of any personal data that you provide to us.

Yes Lets Data Protection Officer is Colin Woodcock. Any questions relating to this notice and our privacy practices should be sent to Colin Woodcock at colin@yeslets.co.uk

How we collect information from you and what information we collect

Yes Lets collects information about you:

- From your application for accommodation
- From your enquiries received via our website and external property listing websites.
- From communication received from you via email, phone, text message or other messaging service.

We collect the following information about you:

- Prospective tenants and/or guarantor names, email address, date of birth, address (including any previous addresses, relationship to other prospective tenants, employment status, name of university or college where you are studying (if applicable).
- Tenant name, email address, telephone number, date of birth, address (including any previous addresses), marital status, National Insurance number, nationality, next of kin, name of university or college where you are studying (if applicable), the name of friends that you are staying with (if applicable).
- Guarantor name, e-mail address, telephone number, date of birth, address (including any previous addresses).
- Property address; term, rent, deposit, utility and service responsibilities.
- The employment status of tenants and/or guarantors, address, contact details (email and phone) of the employer, length of employment, salary information (including any regular overtime or commission), and any other income received.
- Bank account details of the tenant and prospective tenants, including account number and sort code, and any hire purchase/loan agreements/credit cards or store cards that you have.
- Any welfare benefits that you may be eligible for, or are currently receiving.
- Photographic proof of identity from the applicant as the Landlord and Agent are legally required to prove that a tenant or guarantor is who they say they are and that the Tenant has a legal right to remain in the UK. Proof of residency will also include a utility or council tax bill under 3 months.
- Landlords are required to prove their identity for money laundering purposes as well as proof of ownership of the rental property. Land registry checks are carried out on all Landlords.

Why we need this information about you and how it will be used

Yes Lets needs your information and will use your information:

- to undertake and perform our obligations and duties to you in accordance with the terms of our contract with you;
- to enable us to supply you with the services and information which you have requested;
- to help you to manage your tenancy;
- to carry out due diligence on any prospective tenant and/or guarantor, including right to rent, whether there are any money judgements against them, or any history of bankruptcy or insolvency;
- to analyse the information we collect so that we can administer, support and improve and develop our business and the services we offer;
- to contact you in order to send you details of any changes to our suppliers which may affect you; and
- for all other purposes to enable the proper performance of our operations and business.

Sharing of Your Information

The information you provide to Yes Lets will be treated confidentially. There may be occasions when we need to disclose your information to other third parties who are acting for us, including the following:

- To carry out due diligence on you as a prospective tenant/ guarantor, including but not limited to the carrying out of affordability checks, due diligence checks and the obtaining of references from relevant parties, whose data you have provided;
- With your permission your information may be disclosed in order to determine if there are any money judgements against you, as the prospective tenant/guarantor, or to determine if they have a history of bankruptcy or insolvency;
- If you are unable to make payments under your tenancy, your information may be disclosed to any relevant party assisting in the recovery of this debt or the tracing of you as a tenant; and
- In the creation, renewal or termination of the tenancy, your information may be disclosed to the relevant local authority, tenancy deposit scheme administrator, service/utility provider, freeholder, factor, facilities manager or any other relevant person or organisation in connection with this.
- If we enter into a joint venture with or merge with a business entity, your information may be disclosed to our new business partners or owners.

Unless required to do so by law, Yes Lets will not otherwise share, sell or distribute any of the information you provide to us without your consent.

Transfers outside the UK and Europe

Your information will only be stored within the UK on secure servers in the Cloud and in paper records kept in secure locked storage. We would only need to transfer your information outside the UK if the landlord lives abroad and we are obliged to provide them with details of the tenancy agreement. Where information is transferred outside the UK, we ensure there are adequate safeguards in place to protect your information.

Security

Yes Lets is committed to ensuring your personal information is stored securely. We follow strict procedures to ensure your personal information is not damaged, destroyed, or disclosed to a third party without your permission, and to prevent unauthorised access. The servers that store your information are kept up to date and secured with appropriate firewalls and virus protection, and have restricted access.

How long we will keep your information

Yes Lets reviews data retention periods regularly and will only hold your personal data for as long as is necessary for the relevant activity, or as required by law (we may be legally required to hold some types of information), or as set out in any relevant contract we have with you.

Tenancy agreements and right to rent checks are held in secure storage for 6 years and destroyed the following tax year.

Personal information collected is held until the Tenancy Agreement has ended, all rent has been received and any concerns relating to the conduct of the tenancy have been resolved. All personal information is then deleted and/or shredded and securely disposed of.

Landlords' personal details are archived for 6 years once we no longer and deleted the following tax year.

Your Rights

You have the right at any time to:

- ask for a copy of the information about you held by Yes Lets;
- correct any inaccuracies in your information held by Yes Lets;
- ask us to delete personal data of yours we hold (unless we are obliged to retain it for legal reasons);
- object to receiving any marketing communications from Yes Lets.

If you would like to review or revise information you have previously provided to us, or you have any questions regarding our privacy policy, please contact Colin Woodcock at colin@yeslet.co.uk

In the unlikely event that you have a complaint about the way in which your details are used or stored by this company, please contact colin@yeslets.co.uk or write to Colin Woodcock, Yes Lets Limited, 17 Namrik Mews, Hove BN3 2TF. You also have the right to lodge a complaint with the [Information Commissioners Office](#).



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