

## Data Protection Act Company Factsheet

This document is designed to assist tenants and guarantors, referees, landlords and other interested parties to understand how data is processed by TenancyPod and the circumstances in which it will be disclosed to or shared with third parties.

TenancyPod is a data controller for the purposes of the Data Protection Act 1998. For further information about the data held by TenancyPod and the ways in which it is processed please refer to our Privacy Policy at [tenacypod.co.uk](https://tenacypod.co.uk) or to our ICO Notification at [www.ico.org.uk](http://www.ico.org.uk).

### Information for Tenants & Guarantors

TenancyPod processes the data that you provide on your application form for the purpose of producing your reference report. When producing your report we will use the information that you provide to us to contact your current and former landlords and employers to take references about you and to obtain a credit report. Completed reports will be shared with the new landlord who has instructed us to produce the report. If you have agreed that we may do so, we will also share your contact details with third parties for marketing purposes.

On some occasions we may be required to share some of your data with third parties such as with the police if they are investigating a crime. Please refer to the Information for Others section below and to our Privacy Policy.

We will retain your data for a period of 6 years after producing your tenant reference report. After that time all data that we hold about you will be securely deleted.

You are entitled to request a copy of the data that we hold about you by making a subject access request under Section 7 of the Data Protection Act 1998. To enable us to deal with your request as efficiently as possible please send your request in writing along with a cheque in the sum of £10 payable to TenancyPod and a copy of your passport or driving licence and a recent utility bill to TenancyPod, 22 Wensum Street, Norwich, Norfolk, NR3 1HY. Please note that we cannot disclose copies of your credit report. If you wish to see a copy of your credit report, please contact Call Credit directly.

### Information for Referees (Employers and Current/Former Landlords)

We are provided with your information by tenants or guarantors who apply to us for a reference report. The only information about you that we hold will be your name and contact details. We will use the information to contact you (usually by email) to request a reference about the tenant or guarantor who has provided it. You are under no obligation to provide a reference if you do not wish to do so but please note that if you refuse to provide a reference this may be noted on our final report.

We will use the reference that you provide us with when compiling our reference report. We will not duplicate your entire reference into the report but we may include extracts e.g. "X was a good tenant who always paid her rent on time". We will share the final report with the new landlord that instructs us to produce it. We do not disclose either the final report or your reference to the applicant as a matter of routine though please do note that if we receive a subject access request from an applicant we are required to disclose both the final report and the reference that you provide to them.

We will retain your data for a 6 years after producing the final reference report. After that time all data that we hold about you will be securely deleted.

### Information for Landlords

TenancyPod has taken advice from the Information Commissioner's Office (ICO) in relation to our status under the Data Protection Act 1998. The ICO has advised that TenancyPod is considered to be a data controller in respect of personal data that it holds about tenants and guarantors and must respond to any subject access requests received. In line with the ICO advice, TenancyPod will disclose copies of the final reference report along with full copies of references provided by employers and landlords (though not credit references) in response to a subject access request from a tenant or guarantor.

As a matter of courtesy, we will endeavour to let you know if a tenant or guarantor that you are dealing with makes a subject access request. We would ask that you let us know if a request is directed to you as in many instances we believe that we will be better able to comply with our obligations under the Data Protection Act 1998 when we work together to meet the expectations of a tenant or guarantor.

### Information for Others

TenancyPod regularly receives third party data requests e.g. requests for information about tenants or guarantors from the police. When such requests are received we have to seek professional guidance as to whether or not data can be disclosed under the Data Protection Act 1998 which is both expensive and time consuming. In order to reduce the time and cost burden on the company in dealing with such requests we ask that all third party data requests be accompanied either by a court order or by a full explanation as to why a court order could not be provided along with a letter from an appropriate professional advisor outlining the grounds upon which disclosure is sought and the applicable exemption under the Data Protection Act 1998. We thank you for your co-operation in this regard.

### Additional Queries

Please address any additional queries on data protection to [enquiries@tenacypod.co.uk](mailto:enquiries@tenacypod.co.uk).