



Tenant Privacy Notice

Customer notice | Owner: Jack Wilkinson, Data Protection Lead

This notice explains how County and Coast Lettings Limited ("we", "the Company") collects and uses your personal information when you apply for, take or occupy a property we let or manage, and your rights over that information. We are the data controller. It should be read with our Data Protection & GDPR Policy.

1. Who we are

County and Coast Lettings Limited, Bury Lodge, Bury Road, Stowmarket, Suffolk IP14 1JA, company number 17347953. Questions about your information, or to exercise your rights, contact: info@countycoastlettings.co.uk, marked for the Data Protection Lead. Our ICO registration number is ZC235323.

2. The information we collect

- identity and contact details (name, date of birth, phone, email, current and previous addresses);
- referencing and financial information (employment, income, credit and affordability checks, guarantor details, bank details for rent);
- right-to-rent evidence (passport, visa or share code and immigration status);
- tenancy and occupancy information (who lives in the property, tenancy history, correspondence, maintenance and complaint records); and
- where necessary and lawful, limited special category data (for example health information relevant to a reasonable adjustment or vulnerability).

3. How we collect it

Directly from you (application, referencing, correspondence), and from third parties such as referencing agencies, previous landlords or agents, guarantors, and publicly available sources.

4. Why we use it, and our lawful basis

- to enter into and manage your tenancy or occupancy - basis: contract;
- to meet legal duties such as right-to-rent, tenancy deposit protection, safety and tax - basis: legal obligation;
- to manage, maintain and let property, prevent fraud and recover debts, and run our business - basis: legitimate interests; and
- for optional communications where we ask for it - basis: consent, which you may withdraw at any time.

5. Who we share it with

Only as necessary: landlords and (where relevant) their lenders or freeholders; referencing and credit-check providers; the tenancy deposit scheme; contractors and tradespeople for repairs; utility providers and the local authority/council tax; our redress scheme and professional advisers; and authorities where the law requires. We require third parties to protect your information.

6. Storage and transfers

Your information is held securely on our management platform and is not transferred outside the UK without an appropriate safeguard.

7. How long we keep it

Only as long as necessary and to meet legal obligations - for example tenancy records for six years after the tenancy ends, and right-to-rent evidence for the tenancy plus one year - in line with our Data Retention & Breach Response Procedure. It is then securely deleted.

8. Your rights

You have the right to be informed; to access your information; to have it corrected or erased; to restrict or object to its use; and to data portability, subject to conditions. You can withdraw consent at any time where we rely on it. To exercise a right, contact us using the details above; we respond within one month.

9. Automated decisions

Referencing may involve automated affordability or credit scoring by our providers; we do not make solely automated decisions producing legal effects without a right to human review.

10. Complaints

If you are unhappy with how we handle your information, please tell us first so we can put it right. You also have the right to complain to the Information Commissioner's Office (ico.org.uk).

11. Changes

We may update this notice and will publish the current version.

Note. Confirm registered office, company number and the referencing provider's own privacy terms, and align retention periods with the final Retention Procedure.