



## Privacy Notice

This notice explains what information we collect when we collect it and how we use it. During the course of our activities, we will process personal data (which may be held on paper, electronically, or otherwise) about you and we recognise the need to treat it in an appropriate and lawful manner. The purpose of this notice is to make you aware of how we will handle your information.

### **Who are we?**

Venta Living Ltd (VLL) (company reg no. 14886300) is a company owned by Winchester City Council at City Offices, Colebrook Street, Winchester, Hants SO23 9LJ. VLL takes the issue of security and data protection very seriously and adheres to the UK General Data Protection Regulation, the Data Protection Act 2018 and our own Data Protection Policies.

We are registered as a Data Controller with the Office of the Information Commissioner under registration number ZB590387 and we are the data controller of any personal data that you provide to us.

Our Data Protection Officer is Fiona Sutherland, email [legal@winchester.gov.uk](mailto:legal@winchester.gov.uk).

Any questions relating to this notice and our privacy practices should be sent to our Data Protection Officer.

### **How we collect information from you and what information we collect**

We collect information about you:

- From your application for accommodation
- From credit check agencies
- From persons or organisations providing references.

We collect the following information about you where applicable:

- Prospective tenants and guarantors: 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;
- 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, the name of friends that you are staying with;
- Guarantor name, e-mail address, telephone number, date of birth, address (including any previous addresses), marital status, National Insurance Number, nationality, next of kin;
- Property address; term, rent, deposit, utility and service responsibilities;
- The employment status of tenants and/or guarantors, address, contact details (including email and phone) of the employer/accountant, payroll numbers, 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 details of 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 on
- Any criminal convictions.

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

We need your information to:

- Process and assess your application for a tenancy, to enter a tenancy with you and to administer your tenancy
- Undertake and perform our obligations and duties to you in accordance with the terms of our contract with you;
- Complete “Right to Rent” checks, a legal obligation for landlords to assess if applicants are legally entitled to live in the UK;
- Complete financial checks to comply with money laundering legislation;
- Check past addresses to ensure that previous tenancies have been maintained satisfactorily;
- Enable us to supply you with the services and information which you have requested;
- Help you to manage your tenancy;
- Carry out due diligence on any prospective tenant and/or guarantor, including whether there is any money judgements against them, or any history of bankruptcy or insolvency;
- Analyse the information we collect so that we can administer, support and improve and develop our business and the services we offer;
- Contact you in order to send you details of any changes to our contractors which may affect you; and
- For all other purposes consistent with the proper performance of our operations and business.

## **Sharing of Your Information**

The information you provide to us will be treated by us as confidential and will be processed only by us or somebody acting on our behalf. Where your personal data is processed outside of the UK/EEA, appropriate safeguards will be taken to ensure that your rights and freedoms relating to your personal data are protected.

We may disclose your information to third parties who act for us for the purposes set out in this notice 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. This will include checks to determine any history of bankruptcy or insolvency;
- If repairs are required in the property you are living in, we will provide your name and contact details to contractors so they can contact you to arrange to access to the property;
- 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 will be disclosed to the relevant local authority, tenancy deposit scheme administrator, service/utility provider, freeholder, facilities manager or any other relevant person or organisation in connection with this.

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

## **Data Processors**

Some of your personal data will be processed by third parties on our behalf for the purposes explained as follows:

**Winchester City Council** - provides us with housing management, accountancy and some legal services. Full details of their Privacy Notice can be found here - [Privacy Policy - Winchester City Council](#)

**Arthur Online property management software** – this system enables us to streamline all processes from marketing and lettings to tenancy and financial management, repairs and maintenance. Arthur Online take steps to ensure that your personal data will be treated safely and securely. Full details of their Privacy Notice can be found here: [Our Privacy Policy - Arthur Online](#)

**Xero accounting software** – this system provides an independent accounting system. Full details of the Xero Privacy Notice can be found here: [Privacy Notice | Xero UK](#)

**Clixifix** - we will report property defects to the developer using this platform during the 12-month defects liability period. Full details of the Clixifix Privacy Notice can be found here: [Privacy Policy | Clixifix](#)

### **Transfers outside the UK and Europe**

Some of the above may process your personal data outside of the UK/EEA – as explained in their Privacy Notices.

### **Security**

When you give us information we ensure that it is kept safe and secure.

Venta Living Ltd use Microsoft Office 365 and stores this data wholly within the UK. All data is encrypted at rest and in transit. Any paper records containing data are also stored securely and are accessible only by authorised personnel.

We use comprehensive access controls to ensure only authorised personnel have access to this data and have robust role-based access and password policies to protect the data.

### **How long we will keep your information**

We review our 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. Our full retention schedule is available from Venta Living Ltd, City Offices, Colebrook Street, Winchester, Hants SO23 9LJ

### **Your Rights**

You have a number of qualified rights in respect of your personal data. You have the right at any time to:

- Ask for a copy of the information about you held by us in my records;
- Require us to correct any inaccuracies in your information;
- Make a request to us to delete what personal data of yours we hold;
- Ask us to limit the way we use your data;
- Data portability;
- Object to us processing your personal data
- Object to receiving any marketing communications from us.

If you would like to exercise any of your rights above please contact us at [info@ventaliving.co.uk](mailto:info@ventaliving.co.uk) or City Offices, Colebrook Street, Winchester, Hants SO23 9LJ

The accuracy of your information is important. Please help to keep our records updated by informing us of any changes to your contact details.

Should you wish to complain about the use of your information, we would ask that you contact us to resolve this matter in the first instance at [info@ventaliving.co.uk](mailto:info@ventaliving.co.uk) . You also have the right to complain to the Information Commissioner's Office in relation to our use of your information. The Information Commissioner's contact details are noted below:

#### **England:**

Information Commissioner's Office  
Wycliffe House, Water Lane  
Wilmslow, Cheshire, SK9 5AF  
Telephone: 0303 123 1113  
<https://ico.org.uk/make-a-complaint/>