

Privacy Notice

The **Data Controller** connected with this **Privacy Notice** is Living London Ltd

1. Purpose

In this instance your data is being processed for the specific purpose of letting and managing your property.

2. Lawful Basis

The collection of your data for this purpose is under the **Lawful Basis** of Contract, because we require this information in order to let and manage the property.

3. Information Collected

The personal data we will collect and process about you in connection with this purpose is:

- 3.1. Name
- 3.2. Address (both for the property to be let and for correspondence if they are different)
- 3.3. Telephone number(s)
- 3.4. Email Address
- 3.5. Proof of ID
- 3.6. Land Registry documentation connected with your ownership of the property
- 3.7. Bank Details (in order to pay you rent)
- 3.8. Insurance Policy details connected with the property
- 3.9. Details regarding any tenants currently occupying the property

In addition, we may collect other non-personal data regarding the property itself

4. Retention

Under the **Lawful Basis** referenced in paragraph 2, your data will be retained to the end of the financial year in which your property ceases to be let by Living London and for a further 6 years thereafter in accordance with HMRC requirements for financial record keeping. Thereafter some details of the property will be retained indefinitely for historical record keeping purposes, to aid any future evaluation of the property, past rental activity and rental values.

5. Destruction

At the end of this retention period your data will be destroyed using an approved method unless prevented by Court order.

6. Data Sharing

Whilst we control your personal data we will need to share this data with the following parties, for the following purposes, in order to provide you with the services you are seeking from us:

- 6.1. Photographic, Floorplan and Energy Performance Certificate providers may be engaged for this sole purpose of providing these services in the preparation of your property for marketing. Living London uses a range of contractors for this. If we need to share your personal data with them to arrange access, we will make you aware of which company when we make the arrangements.
- 6.2. Zoopla and On The Market for the sole purpose of marketing your property.
- 6.3. Expert Agent; estate agency software used by Living London.
- 6.4. The tenant in order that we may draw up the Tenancy Agreement covering the letting of the property.
- 6.5. The Property Ombudsman for the sole purpose of administering any investigation by them.
- 6.6. Property Maintenance Contractors for the sole purpose of arranging maintenance of the property. The specific names of the contractors appointed on any occasion will be advised to you when arrangements are made for the contractor to attend the property.
- 6.7. Accountants for the purposes of financial record keeping.

Where required, these data sharing activities are governed by commercial terms, which include data sharing clauses. These various data processors act under Living London's control and are only permitted to use the personal data for the sole purpose for which it is shared with them.

7. Rights of the Data Subject

- 7.1. Under the General Data Protection Regulation, you, the Data Subject have certain rights regarding the control and processing of your personal data. Details regarding your rights can be found on the Information Commissioner's Office (ICO) [website](#).
- 7.2. Should you wish to contact Living London in order to exercise any of these rights, please email the **Data Controller's** representative using the following email address: edward@living.london. Alternatively, please call 020 3874 2400 and ask to speak with Edward Kozan.

8. Security

- 8.1. Recognising the importance of personal data to our consumers, we endeavour to put in place appropriate organisational and technical measures to protect that data. These are reviewed by an independent third party.
- 8.2. Personal data we hold on electronic media is stored in secured servers located in the UK / EEA.
- 8.3. Where data is held on paper, access is controlled, and files are secured in secure cabinets in a secured office.
- 8.4. **Data Subjects** should be aware that not all electronic communications are secure. We use Transport Layer Security (TLS) to encrypt and protect email traffic in line with government advice. However, if your email service does not support TLS, you should be aware that any emails we send or receive may not be protected in transit.
- 8.5. We will also monitor any emails sent to us, including file attachments, for viruses or malicious software. Please be aware that you have a responsibility to ensure that any email you send is within the bounds of the law.

9. Additional Services

As a consumer of our services we may occasionally contact you to make you aware of other similar services we offer, which we feel could be of assistance to you. Such communications will be sent to you under the Privacy and Electronic Communications Regulations and you will be given the option to opt out of similar communications on each occasion.

10. Data Protection Concerns

Should you have any concerns regarding the way an organisation is processing your personal data, the ICO recommends that in the first instance you contact the organisation concerned. If the organisation does not address those concerns in an appropriate manner, you then have the option to escalate the issue to the ICO. If you wish to contact us because you have concerns about our use of your personal data, please contact us using the details provided in paragraph 7.2.

11. Updates

This Privacy Notice is kept under review and it is amended as appropriate. It was last updated on 24th August 2024.