



## Privacy Notice

### Neptune Lettings Ltd

**Effective Date:** 05<sup>th</sup> January 2024

This Privacy Notice explains how **Neptune Lettings Ltd t/a Neptune Homes** collects, uses, stores, and protects the personal data of tenants, landlords, and applicants in compliance with the **UK General Data Protection Regulation (UK GDPR)** and the **Data Protection Act 2018**.

## 1. Who We Are

We are **Neptune Lettings Ltd t/a Neptune Homes** a letting agency providing property management and related services. We are committed to protecting your privacy and ensuring your personal data is handled lawfully, fairly, and transparently. Our registered office is at First Floor, 3 Cumbrian House, 217 Marsh Wall, London, E14 9FJ.

## 2. What Data We Collect

We may collect the following categories of personal data:

### For Tenants:

- Name, address, date of birth, and contact details (email, phone).
- Financial information (e.g., bank details, proof of income).
- Identification documents (e.g., passport, driver's license).
- References from previous landlords or employers.
- Tenancy details, including rent payment history and correspondence.

### For Landlords:

- Name, address, and contact details.
- Bank details for rent payments.
- Property details, including ownership and maintenance records.

## 3. How We Use Your Data

We use your personal data for the following purposes:

- Managing tenancy applications and agreements.
- Conducting background and financial checks.
- Facilitating property management and maintenance.
- Communicating with you regarding your tenancy or property.
- Complying with legal and regulatory obligations.



## 4. Data Storage and Remote Working

### Cloud Storage:

Your personal data is securely stored using **Microsoft Teams** and other cloud-based platforms. These platforms comply with UK GDPR standards, and data is primarily stored on servers located within the **UK or the European Economic Area (EEA)**.

### Remote Working:

Our employees, including those working remotely from the UK and abroad, may access your personal data via secure systems. Access is strictly controlled, encrypted, and governed by confidentiality and data protection agreements.

## 5. Data Transfers Outside the UK

If data is accessed from abroad, we ensure appropriate safeguards, such as:

- **Adequacy Decisions:** Where data is accessed in countries deemed adequate under UK GDPR.
- **Standard Contractual Clauses (SCCs):** To ensure data protection standards are upheld in countries without adequacy decisions.

## 6. Sharing Your Data

We may share your data with:

- Authorized third parties (e.g., credit reference agencies, contractors, legal advisors).
- Government and regulatory bodies when required by law.
- Cloud service providers (e.g., Microsoft Teams) for secure data storage and management.

We do not sell or rent your data to third parties.

## 7. How Long We Keep Your Data

We retain personal data only for as long as necessary for the purposes outlined in this notice or as required by law. For example:

- Tenant data: References Kept for 12 months only AST and tenant contact details retained for period of 6 years to address authorities after the tenancy ends.
- Landlord data: Kept for 6 years after the property management relationship ends.



## 8. Your Rights

Under the UK GDPR, you have the following rights regarding your data:

- **Access:** Request a copy of your data.
- **Rectification:** Request corrections to inaccurate or incomplete data.
- **Erasure:** Request deletion of your data (subject to legal or contractual obligations).
- **Restriction:** Request limited processing of your data.
- **Objection:** Object to processing based on legitimate interests.
- **Data Portability:** Request a copy of your data in a machine-readable format.

To exercise your rights, contact us using the details provided below.

## 9. Security Measures

We implement technical and organizational measures to protect your data, including:

- Encrypted cloud storage.
- Restricted access to systems.
- Regular data security audits.

## 10. Contact Us

If you have questions about this Privacy Notice or wish to exercise your rights, please contact us:

- **Email:** [lettings@neptunehomes.london](mailto:lettings@neptunehomes.london)
- **Phone:** 020 8888 8316
- **Address:** 29 Tottenham Lane London N8 9BD

## 11. Complaints

If you are dissatisfied with how we handle your data, you can lodge a complaint with the **Information Commissioner's Office (ICO)**:

- **Website:** <https://ico.org.uk>
- **Phone:** 0303 123 1113

## 12. Updates to This Privacy Notice

We may update this Privacy Notice from time to time. The latest version will always be available on this link and upon request.