



Red Ridge Residential Privacy Policy

Here at Red Ridge we are committed to looking after your personal data and keeping it confidential. Our Privacy Policy explains what we do with your personal information and the measures we have in place to protect it. The General Data Protection Regulations (GDPR) that came into force on 25th May 2018 requires that we explicitly tell you how we protect your data.

By using our website and providing your name and email address (when you enquire about a property or book a viewing) and by submitting information as required on your tenancy agreement or as a Guarantor you are consenting to us using that information as set out below.

1. What personal data do we have and what do we do with it?

When you contact us to enquire about a property, when you take out a tenancy with us or act as guarantor to one of our tenants, we need to have your name, address, phone number and email address so that we can contact you when necessary, keep you updated about the property and generally do things to fulfil the contract we have between us. We may need to collect additional data to support your tenancy e.g. if you have additional or special needs to allow you to access the accommodation. We also need to collect your employment or education information, in order to conduct reference checks. If necessary, we will give tenant contact details to our agents (e.g. people who do maintenance for us) if they need to contact you to e.g. to arrange to come to your property to fix something. We only ask you for information that is relevant to your tenancy with us.

2. Who can access your personal data?

People who work for Red Ridge and those who have a legal right to see your data e.g. your Landlord or the Council. We generally do not give your information to anyone else. However, sometimes we have to give your personal details to third parties so that they can contact you e.g. because you have not paid your rent or a bill related to your tenancy. Before we do that, we will verify their identity and check that they have a valid reason for accessing your data. (Tip: Make sure your rent and bills are all paid up!). If your landlord changes letting agent during your tenancy, we might have to transfer the information we have to the new letting agent. We will make sure you know about this.

3. What if the information we have is incorrect?

If you think the personal data we have is incorrect, e.g. if you have changed your phone number or email address, please let us know so that we can update our records. Similarly, if your employment or education status changes, its important that you inform us.

4. How do we protect your data?

We keep your information confidential. We have a series of procedures in place to make sure that only authorised people can access the data we keep. We store our paper data and digital data in the UK. We

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Tel: 0191 2289833 / Mobile 07568139017

E-mail: info@redridgelets.co.uk

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do not knowingly transfer your digital personal data outside the UK. However, some global internet systems that the communication systems we use may be based outside the UK or European Economic Area and your data may transit through those areas.

5. How long do we keep your data?

Under the GDPR you have a right to request your personal data is erased from our systems. If you have a contract with us we will not erase any of your data until you have fulfilled all your legal and financial obligations to us or to any third party e.g. the landlord, your co-tenants, other people who are affected by your tenancy, utility companies, the local authority etc. We will routinely erase your data within eighteen months of your tenancy ending if all your contractual obligations have been met and there are no outstanding financial or legal issues for you or your landlord. If you think we have data about you that does not relate to your tenancy you can request that we delete it.

6. How can you see the data we hold about you?

You can request to see the data we hold on you and we will provide it for a small fee within one month of your request. Before you request this, please remember that you have supplied us with that information yourself (so you should know what we have). If you are a tenant or guarantor you have a copy of the relevant document.

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