**Privacy Notice for Landlords working with The Bond Board.**

This notice tells you more about the information we collect about you, what we do with it and what your rights are about your personal information.

**What kinds of information do we collect?**

**Information you provide to The Bond Board**

We collect information that you provide to us when you are:

1. Asking The Bond Board to find a tenant for your property
2. Entering into a contract with The Bond Board by way of a Bond Guarantee or Letting Out
3. Asking for support to deal with an issue between yourself and a tenant or seeking advice about tenancy law.
4. Attending an event organised by The Bond Board or the Council, such as a landlord forum or consultation event.
5. Asking us to collect unwanted, reusable, household items from your properties to donate to someone in need.

This information can include details such as your name, address, phone number or email address. We also ask you to provide your bank details if this is necessary to facilitate payments to you, for example, rental payments or payments from Housing Benefit/Universal Credit. It also includes the basic details that you provide us about your rental properties, such as the address of your rental property, rent amount, size of the property and details of safety requirements eg Gas Safety and Electrical Safety Certificates.

As a result of the Coronavirus Pandemic, if you are aged over 16, you may be asked to provide your name, address, email address and/or phone number when accessing Bond Board services, both at our offices and in other community spaces.

**Equal Opportunities information**

We may ask you to provide information about your age, sex, religion, ethnicity, disability status, or other equality characterises, so that we can monitor whether we are helping everyone in the community and work out if we need to change what we do to make the service better for you. **We do not need this information to offer you a service and there is no obligation to provide it.** We will make sure we tell you when we collect this information that we need your consent to provide it and that you can choose to say no. When we use this information, we do not include your name or any personal details, this information is for statistical purposes only.

**Information others provide about you to The Bond Board**

The Bond Board works in partnership with other organisations that help homeless households, private rented tenants and/or landlords. This includes organisations like Estate Agents, the Council, Housing Benefit and the Police.

Organisations that have your personal details may occasionally provide your personal details to The Bond Board. This could be because they are asking us to contact you to invite you to a landlord event, notify you of a landlord service you might be interested in or to contact you about a problem with a tenant or your property. In rare circumstances, we could be notified about a criminal offence you have been charged with/committed if it has any impact on The Bond Board’s ability to offer you a service as a landlord.

Households looking for accommodation or who are having problems in their tenancy might also pass on your contact details to us if they are asking is to contact you on their behalf.

When we receive information about you from other organisations, we will notify you about this within 14 days, unless we have proof which confirms you have given your consent for your information to be shared.

**Why do we need your personal information?**

We need your personal data so that we can offer you Bond Board services such as providing you with a Bond Guarantee contract on behalf of a tenant, provide you with support to manage your tenancy or to invite you to a landlord event/consultation. Occasionally, we might also email or post information to you that is relevant to being a landlord, for example, about changes in the law that will affect you.

You do not have to provide your personal information to The Bond Board, but if you chose not to, we may not be able to offer you all the services that The Bond Board provides. For example, if you choose not to give us your personal details, we will not be able to offer you a Bond Guarantee contract as this information is necessary for the performance of that contract.

**How do we use your personal information?**

As well as using your personal data to offer you services like a Bond Guarantee and support, we will also use your contact details to send you details of other services and events that may be of interest to you. This includes;

Sending you Bond Board newsletters from time to time with information about issues that might affect you and services that can help you.

Inviting you to take part in events or take part in consultation about the services The Bond Board offers.

Where we contact you about other services or events that may be of interest to you electronically, e.g. by email or text, we will only do this with your prior consent. We will also always give you the opportunity to opt-out of receiving this kind of information in the future.

**Do you use my personal data for anything else?**

We use your personal data for reporting and statistical purposes. For example, so we can find out how many landlords The Bond Board is working with. This information does not include any way of identifying you. It helps the Bond Board to show what difference we have made and can help us to get more funding to help more people.

Occasionally, some of the organisations that fund The Bond Board ask to see examples of the work the Bond Board has done to check that we have provided you with a good quality service. We will only share your personal details in this instance, if you have given us your consent in advance.

**What legal basis does The Bond Board have collect and process my personal data?**

**Contract**

If you decide to accept a Bond Guarantee or tenancy management services from The Bond Board, you will be entering into a contract between yourself, your tenant(s) and The Bond Board. It will be necessary for The Bond Board to collect and process your personal data for the creation and performance of that contract.

**Legitimate Interest**

The Bond Board also provides private sector landlords with support services, including those who have not entered into a bond or tenancy management service with us. You do not have to take up this support, however, if you chose to do so, it is important that we collect some personal data from you, for example your name, address and phone number, so that we can contact you and to ensure that the support we offer is appropriate for your needs and safe for everyone involved.

**Consent**

We will ask for your consent if we want to use your data for other reasons, for example Equal Opportunities monitoring or to send you marketing information. We will keep a record of the consent you give, including when and how we received your consent and a record of exactly what you were told at the time.

**Other reasons why we might process and share your personal data.**

**By Law**

We may also process and share your personal data without your consent if we have a legal basis for doing so. This would include, if we were required to share your data with the police as part of a criminal investigation or if we were required to share your personal data to Adult Care/Social Services because of a Child Protection issue or concerns about a vulnerable adult/adult at risk. We may also share your data without your consent if we need to do this to enforce The Bond Board’s legal rights. The Bond Board could also decide to share your personal data with other organisations to protect your vital interests if it was decided that this was necessary to protect you in a life and death situation.

**Legitimate Interest**

To support NHS Test and Trace (which is part of the Department for Health and Social Care) in England, we have a legitimate interest in collecting and keeping a limited record of staff, Service users and other visitors who attend drop-in sessions in the community or public spaces at our offices for the purpose of contact tracing. We have a legitimate interest in doing so in the interests of the individual, our organisation and the public health efforts to tackle Covid 19.

This is to help to identify people who may have been exposed to the coronavirus. If asked to do so, we will share your name and the contact information you have provided with the NHS Test and Trace Service. NHS Test and Trace have asked us to retain this information for 21 days from the date of your visit, to enable contact tracing to be carried out by NHS Test and Trace during that period. We will only share information with NHS Test and Trace if it is specifically requested by them.

The NHS Test and Trace service has technical, organisational and administrative security measures in place to protect your personal information from loss, misuse, and unauthorised access, disclosure, alteration and destruction.

Where this information is only collected for the purpose of contact tracing, it will be destroyed by us 21 days after the date of your visit.

**Keeping your data accurate and up to date**

The Bond Board is committed to ensuring the personal data we hold about you is accurate and up-to-date. We will always amend the data we hold about you, as soon as possible, when we discover it is inaccurate or out of date. You can help to make sure your data is accurate by telling us as soon as possible if your circumstances have changed. You can do this by contacting the relevant Bond Board office in either Rochdale or Bolton (details below).

**Sharing your data outside of the European Union**

The Bond Board does not share any of your data outside of the European Union. If this were to change in the future, we would ensure that your data was only processed in countries that provide an adequate level of protection of your data. We would also tell you of the change by updating this privacy notice.

**How long does The Bond Board keep your personal data for?**

**Bond Guarantees and tenancy management services**

We will permanently delete all data relating to the application for a Bond/tenancy management service after **1 year** when this application does not result in a Bond contract being signed.

We will permanently delete all data relating to a signed Bond/tenancy management contract **6 years** after the bond/contract has ended.

**Support Services**

We will permanently delete all data relating to your application and/or take up of landlord support services **2 years** after the data was received and/or the 1-1 support service has ended.

**Attendance at Landlord Forums and Bond Board consultation events**

We will permanently delete all personal data relating to attendance and participation in consultation exercises **2 years** after the data was received.

**Donations of furniture/essential household items.**

We will permanently delete all personal data relating to the donation or receipt of household goods and furniture **2 years** after the data was received.

**Exceptions:** If you are receiving more than one service from The Bond Board,we will keep your personaldata in line with the data retention periods for the service you are receiving. This means that some data that is no longer needed will be destroyed, whilst other information is kept because it is still needed. We may also keep your data for longer if there is a legal reason for us to do this.

**What are your rights about the personal data The Bond Board has about you?**

**The right of Access**

You have the right to look at and request a copy of all the data we hold about you. You can do this by contacting The Chief Officer of The Bond Board (details below). We will usually provide this information to you free of charge and within one month of you requesting it.

**The right to rectify**

You have the right to ask us to change your personal data if it is wrong or if there is something missing. We will do this within one month of your asking us to.

**The right of erasure**

You have the right to ask us to delete your data. We will let you know if this is possible and if not, we will explain why in writing and inform you of your rights to appeal or complain.

**The right to restrict processing.**

Even if you don’t want us to delete your data completely, you can still ask us to stop processing it. Examples of why you might want to do this include, you believe the information we have about you is incorrect, so you don’t want us to use it in any way until it has been put right.

**The right of portability.**

You have a right to request a copy of all the personal data we have about you in a common, machine readable format and to have this free of charge. We will provide this information within one month of you requesting it.

**The right to object.**

You have the right to object to The Bond Board processing your personal data if we do so to;

* Send you direct marketing, such as information through the post, by text or email, without your consent.
* Process your personal data for statistical purposes without your consent.
* Process your personal data because we believe we have a good reason (legitimate interest) for doing so or because we think we need to process it for a legal reason.
* Please note that you do not have the right to object if The Bond Board is processing your personal data on the basis that we are doing so because you have signed a contract with us, such as a Bond agreement.

If you object, we will stop processing your data in these circumstances as soon as you ask us to, unless there is a good reason why we can’t do this. If this happens, we will explain our reasons to you in writing within 14 days and we will explain your rights to appeal and complain.

**The right to withdraw consent.**

If The Bond Board is storing and processing your data on the basis that you have given us your consent, you can withdraw your consent at any time by contacting us. We will follow your instructions for what you would like us to do with your data, for example, by erasing it or by stopping processing it.

**The right not to be profiled.**

The Bond Board does not currently use automated decision making in any circumstances. Should this change in the future, The Bond Board’s Data Protection Policy and this notice will be reviewed. For your information, you have the right not to be subject to a decision based on automated processing, unless The Bond Board is doing so on the basis of entering into a contract with you, such as a Bond contract. If a decision is made about you using automated decision making because of a change of Bond Board policy, you will be notified, ‘as soon as reasonably practicable’ and you will be given a period of 21 days in which to object to that decision.

**Keeping your personal data safe**

The Bond Board takes the security and confidentiality of your personal information very seriously. We have policies and procedures in place to make sure the risks of us losing your information or sharing it with someone we shouldn’t are very low. We do not share your personal data with anyone without your consent, unless required to do so by law.

**You can contact The Bond Board about any of your data rights, using the details at the end of this notice.**

**Reporting Data Breaches**

If The Bond Board finds out there has been a risk to your personal data, for example, because we have shared it with someone we shouldn’t or we have lost it, we will follow the law and inform the Information Commissioners Office within 72 hours of becoming aware of the problem. If the problem is likely to affect your rights to freedom and privacy, we will also inform you as soon as possible and take all reasonable action possible to reduce the impact of the data breach on you. The Bond Board will keep a record of any data breaches, regardless of whether we are required by law to inform the Information Commissioners office.

**Changes to this privacy notice**

This notice takes effect from the 25th May 2018. The Bond Board will review this notice every 6 months to ensure it is up to date with the law and to ensure, for example, that the processing and purposes of your personal data have not changed. If we make any changes to this privacy notice or our Data Protection Policy, we will update you by including the new version on The Bond Board website and on The Bond Board’s Facebook page.

A full copy of The Bond Board’s Data Protection Policy is also available if you would like further information about The Bond Board’s approach to Data Protection.

**Contacting The Bond Board for further information about your personal information and your rights.**

For the purposes of the General Data Protection Regulations 2018, The Bond Board is the controller and processor of your data. All enquiries about your personal data and to request any of the above rights should be made by contacting **The Chief Officer of The Bond Board. 209-211 Bury Road, Rochdale OL11 4EE.** [**Tel:01706**](Tel:01706) **342404**

If you disagree about any decision we have made about collecting or processing your personal data, The Bond Board also has an appeals process in place, allowing you to appeal any decision you make to The Bond Board of Trustees within 1 month of the data of the decision. We will let you know how to do this in writing at the time of the decision.

**The right to complain to the Information Commissioners Office.**

If you have a concern about The Bond Board’s approach to collecting, storing or processing of your personal data, you can contact The Bond Board. However, you also have the right to report your concerns to the Information Commissioners Office. Their helpline number is: **0303 123 1113.** Further information can also be found on their website: <https://ico.org.uk/>