

A	B	C	D	E	F	G	H
<b>Data controller</b>							
<b>Q Estate Agents</b>							
<b>Information held</b>	<b>Who is collecting it</b>	<b>How is it collected</b>	<b>Why is it collected</b>	<b>Lawful basis for processing</b>	<b>Who will it be shared with</b>	<b>How stored</b>	<b>When will it be deleted</b>
<b>Tenant</b>							
Tenant name	Staff	In office, over the phone, email, self-registration, tenant application form	To use on contract	Contract fulfilment	Landlord, staff, local authority & utilities, contractors	Paper / electronic/Jupix/DocuSign	During tenancy & 6 years beyond
			Add to property management software system Jupix	Contract fulfilment	Staff, Contractors,	Jupix	During tenancy & 6 years beyond
			Referencing	Contract fulfilment	Employer, current landlord, HomeLet Referencing	paper / electronic	During tenancy & 6 years beyond
			To be able to contact tenant e.g. property management	Contract fulfilment	Contractors, staff,	Jupix	During tenancy & 6 years beyond
			To use on prescribed information	Legal obligation	Staff, Deposit scheme, relevant person, Landlord	Paper / electronic/Jupix	During tenancy & 6 years beyond
			To offer extra services i.e insurance	Consent	Staff, HomeLet Insurance, Ittria	Paper / electronic	Within a month of the end of tenancy

			If legal action is needed	Legal work	Solicitor, Court Services	Paper / electronic	During tenancy & 6 years beyond
			Services	Contract fulfilment	Ittria, Council Tax & utility providers	Paper / electronic	During tenancy & 6 years beyond
Tenant contact details	Staff	In office, over the phone, email, self-registration, tenant application form	To use on contract	Contract fulfilment	Landlord, staff, local authority & utilities, contractors.	Paper / electronic/Jupix/DocuSign	During tenancy & 6 years beyond
			Add to management software Jupix	Contract fulfilment	Staff, Contractors, Jupix	Jupix	During tenancy & 6 years beyond
			Referencing	Contract fulfilment	Staff, Employers, Current landlord, HomeLet Referencing	paper / electronic	During tenancy & 6 years beyond
			To be able to contact tenant e.g. property management	Contract fulfilment	Contractors, staff,	Jupix	During tenancy & 6 years beyond
			To use in prescribed information	Legal obligation	Staff, Deposit scheme, relevant person, Landlord	Paper / electronic/Jupix	During tenancy & 6 years beyond
			To offer extra services i.e. insurance	Consent	Staff, HomeLet Insurance, Ittria	Paper / electronic	Within a month of the end of tenancy

			If Legal action is needed, for example possession claim	Legal Work	Solicitors, Court Services	Paper / electronic	During tenancy & 6 years beyond
			Notify utilities & council tax	Contract fulfilment	Ittria, Council Tax & utility providers, landlord	Paper / electronic	During tenancy & 6 years beyond
Tenant date of birth	Homelet referencing	Inputed by tenant on Homelet's website	Referencing & assessment	Contract fulfilment	Staff, HomeLet Referencing, Landlord	electronic	During tenancy & 6 years beyond
Tenants IP Address	DocuSign	Automatically	proof of consent, proof of signature ownership	contract fulfilment	Staff, DocuSign	electronic	<a href="https://www.docuSign.co.uk/company-policy">https://www.docuSign.co.uk/company-policy</a>
Tenant Employer information	Homelet referencing	Inputed by tenant on Homelet's website	Referencing & assessment	Contract fulfilment	Staff, HomeLet Referencing, Landlord	Paper / electronic	During tenancy & 6 years beyond
Tenant's current landlord information	Homelet referencing	Inputed by tenant on Homelet's website	Referencing & assessment	Contract fulfilment	Staff, Homelet Referencing, landlord	Paper / electronic	During tenancy & 6 years beyond
Tenant bank details	Staff	face to face, email, phone	Returning deposits	Contract fulfilment	Staff, landlord, Natwest Banking	Paper / electronic	During tenancy & 6 years beyond
Tenant's Children details	Staff	face to face, email, phone	To identify permitted occupiers to include on tenancy agreement	Contract fulfilment	Staff, landlord	Paper / electronic/Jupix	During tenancy & 6 years beyond

Credit score results, history	HomeLet Referencing	Inputed by tenant on Homelet's website	To assess suitability	Contract fulfilment	Staff, landlord	Paper / electronic	During tenancy & 6 years beyond
Other returned references	HomeLet Referencing, agent	Email, online, hardcopy	To assess suitability	Contract fulfilment	Staff, landlord	Paper / electronic	During tenancy & 6 years beyond
Tenant passport or ID documents	Staff	Photocopy of original, face to face	To comply with right to rent checks	Legal obligation, contract fulfilment	Staff, landlord, Home Office	Paper / electronic	During tenancy and 1 year after tenant leaves
<b>Buyer</b>							
Buyer Name	Staff	Face to face, over the phone, email, self-registration	To add to property management system	Legal obligation, contract fulfilment	Staff, Jupix	Electronic	During Sale and 6 years beyond
			To contact the buyer with updates on their purchase	Legal obligation, contract fulfilment	Staff	Electronic	During Sale and 6 years beyond
			To include on the memorandum of sale	Legal obligation, contract fulfilment	Staff, Vendor of property they are buying, Solicitors	Paper, Electronic	During Sale and 6 years beyond
Buyer address	Staff	Face to face, over the phone, email, self-registration	To add to property managements system	Legal obligation, contract fulfilment	Staff, Jupix	Electronic	During Sale and 6 years beyond

			To contact the buyer with updates on their purchase	Legal obligation, contract fulfilment	Staff	Electronic	During Sale and 6 years beyond
			To include on the memorandum of sale	Legal obligation, contract fulfilment	Staff, Vendor of property they are buying, Solicitors	Paper, Electronic	During Sale and 6 years beyond
Buyer phone number and email	Staff	Face to face, over the phone, email, self-registration	To add to property managements system	Legal obligation, contract fulfilment	Staff	Electronic	During Sale and 6 years beyond
			To contact the buyer with updates on their purchase	Legal obligation, contract fulfilment	Staff	Electronic	During Sale and 6 years beyond
			To offer extra services i.e. solicitor, mortgage advice	Consent	Staff, solicitors, mortgage lenders	Paper / electronic	During Sale and 6 years beyond
Buyer ID and proof of address	Staff	Face to Face, email.	Anti-money laundering checks	Legal obligation, contract fulfilment	Staff, Compliance Assist	Paper, Electronic	During Sale and 5 years beyond
<b>Vendor</b>							
Vendor Name	Staff	Face to face, over the phone, email, self-registration	To add to property management system	Legal obligation	Staff, Jupix	Electronic	During Sale and 6 years beyond

			Write in Terms of Business	Legal obligation	Staff	Paper, Electronic	During Sale and 6 years beyond
			To contact the seller with updates of their sale and put forward offers	Legal obligation, contract fulfilment	Staff	Electronic	During Sale and 6 years beyond
			To include on the memorandum of sale	Legal obligation, contract fulfilment	Staff, Vendor of property they are buying, Solicitors	Paper, Electronic	During Sale and 6 years beyond
Vendor Address	Staff	Face to face, over the phone, email, self-registration	To add to property managements system	Legal obligation, contract fulfilment	Staff, Jupix	Electronic	During Sale and 6 years beyond
			Write in Terms of Business	Legal obligation	Staff	Paper, Electronic	During Sale and 6 years beyond
			To contact the Vendor with updates on their sale and put forward offers	Legal obligation, contract fulfilment	Staff	Electronic	During Sale and 6 years beyond
			To include on the memorandum of sale	Legal obligation, contract fulfilment	Staff, Buyer of property they are selling, Solicitors	Paper, Electronic	During Sale and 6 years beyond
Vendor phone number and email	Staff	Face to face, over the phone, email, self-registration	To add to property managements system	Legal obligation, contract fulfilment	Staff	Electronic	During Sale and 6 years beyond

			Write in Terms of Business	Legal obligation	Staff	Paper, Electronic	During Sale and 6 years beyond
			To contact the Vendor with updates on their sale and put forward offers	Legal obligation, contract fulfilment	Staff	Electronic	During Sale and 6 years beyond
			To offer extra services i.e. solicitor, mortgage advice	Consent	Staff, solicitors, mortgage lenders	Paper / electronic	During Sale and 6 years beyond
Vendor ID and proof of address	Staff	Face to Face, email.	Anti-money laundering checks	Legal obligation, contract fulfilment	Staff, Compliance Assist	Paper, Electronic	During Sale and 5 years beyond
<b>Landlord</b>							
Landlord name	Staff	Face to face, over the phone, email, self-registration	To use on contract	Contract fulfilment	Landlord, staff, local authority & utilities, contractors, Docusign	Paper / electronic/Jupix	During tenancy & 6 years beyond
			To be able to contact landlord	Contract fulfilment	Staff, Contractors	Paper / electronic/Jupix	During tenancy & 6 years beyond

			To use no deposit prescribed information	Legal obligation	Staff, Deposit scheme, relevant person, Tenant	Paper / electronic/Jupix	During tenancy & 6 years beyond
			To offer extra services i.e. insurance	Consent	Staff, HomeLet Insurance, Ittria	Paper / electronic	Within a month of the end of tenancy
			If legal action is needed	Legal work	Solicitor, Court Services	Paper / electronic	During tenancy & 6 years beyond
Landlord contact details	Staff	Face to face, over the phone, email, self-registration	To use on contract	Contract fulfilment	Landlord, staff, local authority & utilities, contractors, Docusign	Paper / electronic/Jupix	During tenancy & 6 years beyond
			To be able to contact landlord	Contract fulfilment	Staff, Contractors	Paper / electronic/Jupix	During tenancy & 6 years beyond
			To use in prescribed information	Legal obligation	Staff, Deposit scheme, relevant person, Tenant	Paper / electronic/Jupix	During tenancy & 6 years beyond
			To offer extra services i.e. insurance	Consent	Staff, HomeLet Insurance, Ittria	Paper / electronic	Within a month of the end of tenancy
			To provide details to contractor	Contract fulfilment	Staff, Contractors	Paper / electronic	During tenancy & 6 years beyond



			If Legal action is needed, for example possession claim	Legal Work	Solicitor, Court Services	Paper / electronic	During tenancy & 6 years beyond
<b>Guarantor</b>							
Guarantor name	Staff	In office, over the phone, email, self-registration, tenant application form	To use on contract	Contract fulfilment	Landlord, staff, local authority & utilities, contractors	Paper / electronic/Jupix/DocuSign	During tenancy & 6 years beyond
			Add to property management software system Jupix	Contract fulfilment	Staff, Contractors,	Jupix	During tenancy & 6 years beyond
			Referencing	Contract fulfilment	Employer, current landlord, HomeLet Referencing	paper / electronic	During tenancy & 6 years beyond
			To be able to contact tenant e.g. property management	Contract fulfilment	Contractors, staff,	Jupix	During tenancy & 6 years beyond
			To use on prescribed information	Legal obligation	Staff, Deposit scheme, relevant person, Landlord	Paper / electronic/Jupix	During tenancy & 6 years beyond
			To offer extra services i.e insurance	Consent	Staff, HomeLet Insurance, Ittria	Paper / electronic	Within a month of the end of tenancy

			If legal action is needed	Legal work	Solicitor, Court Services	Paper / electronic	During tenancy & 6 years beyond
			Services	Contract fulfilment	Ittria, Council Tax & utility providers	Paper / electronic	During tenancy & 6 years beyond
Guarantor contact details	Staff	In office, over the phone, email, self-registration, tenant application form	To use on contract	Contract fulfilment	Landlord, staff, local authority & utilities, contractors.	Paper / electronic/Jupix/DocuSign	During tenancy & 6 years beyond
			Add to management software Jupix	Contract fulfilment	Staff, Contractors, Jupix	Jupix	During tenancy & 6 years beyond
			Referencing	Contract fulfilment	Staff, Employers, Current landlord, HomeLet Referencing	paper / electronic	During tenancy & 6 years beyond
			To be able to contact tenant e.g. property management	Contract fulfilment	Contractors, staff,	Jupix	During tenancy & 6 years beyond
			To use in prescribed information	Legal obligation	Staff, Deposit scheme, relevant person, Landlord	Paper / electronic/Jupix	During tenancy & 6 years beyond
			To offer extra services i.e insurance	Consent	Staff, HomeLet Insurance, Ittria	Paper / electronic	Within a month of the end of tenancy

			If Legal action is needed, for example possession claim	Legal Work	Solicitors, Court Services	Paper / electronic	During tenancy & 6 years beyond
			Notify utilities & council tax	Contract fulfilment	Ittria, Council Tax & utility providers, landlord	Paper / electronic	During tenancy & 6 years beyond
Guarantor date of birth	Homelet referencing	Inputed by tenant on Homelet's website	Referencing & assessment	Contract fulfilment	Staff, HomeLet Referencing, Landlord	electronic	During tenancy & 6 years beyond
Guarantors IP Address	DocuSign	Automatically	proof of consent, proof of signature ownership	contract fulfilment	Staff, DocuSign	electronic	<a href="https://www.docuSign.co.uk/company-policy">https://www.docuSign.co.uk/company-policy</a>
Guarantor information	Homelet referencing	Inputed by tenant on Homelet's website	Referencing & assessment	Contract fulfilment	Staff, HomeLet Referencing, Landlord	Paper / electronic	During tenancy & 6 years beyond
Guarantor current residential information	Homelet referencing	Inputed by tenant on Homelet's website	Referencing & assessment	Contract fulfilment	Staff, Homelet Referencing, landlord	Paper / electronic	During tenancy & 6 years beyond
Credit score results, history	HomeLet Referencing	Inputed by tenant on Homelet's website	To assess suitability	Contract fulfilment	Staff, landlord	Paper / electronic	During tenancy & 6 years beyond
Other returned references	HomeLet Referencing, agent	Email, online, hardcopy	To assess suitability	Contract fulfilment	Staff, landlord	Paper / electronic	During tenancy & 6 years beyond

Applicant (defined as person requesting valuation or viewing)							
Applicant Name	Staff	Face to face, over the phone, email, self- registration	To add to database and for staff security	Legal obligation	Staff, landlords	Electronic/Jupix	After 6 months
			To be able to contact applicant	Consent	Staff, landlords	Electronic/Jupix	After 6 months
			To give to landlord	Consent	Landlord	Electronic/Jupix	After 6 months
			To create a applicant record	Consent	Staff	Electronic/Jupix	After 6 months
			To create application process	Contract fulfilment	Staff	Paper / electronic/Jupix	After 6 months
Applicant contact details	Staff	Face to face, over the phone, email, self- registration	To add to database and for staff security	Legal Obligation	Staff, landlords,	Electronic/Jupix	After 6 months
			To be able to contact applicants	consent	Staff, landlords	Electronic/Jupix	After 6 months

			To give to future Landlord	Contract fulfilment	Landlord	Electronic/Jupix	After 6 months
			To send marketing details to	Consent	Staff, back up / cloud / software provider	Electronic/Jupix	After 6 months
			To create a applicant record	Contract fulfilment	Staff, back up / cloud / software provider	Electronic/Jupix	After 6 months
			To create application process	Contract fulfilment	Staff,	Paper / electronic/Jupix	After 6 months
			Referencing	Contract fulfilment	Staff, HomeLet Referencing, Landlord	Paper / electronic	Duration of tenancy and six years after
Applicant IP Address	Staff	Automatically	Proof of identity as part of registration or enquiry through our website	Legitimate interest	Staff	electronic	After 6 months
<b>Contractor</b>							
Contractor Name	Staff	Face to face, over the phone, email	To add to database	Contract fulfilment	Staff, Landlord, Tenants	Electronic/Jupix	Duration of contractors contract and 6 years after

			To be able to contact contractor	Contract fulfilments	Staff, Landlord, Tenants	Electronic/Jupix	Duration of contractors contract and 6 years after
			To give details to tenant	Contract fulfilment	Staff, Tenants	Electronic/Jupix	Duration of contractors contract and 6 years after
Contractor contact details	Staff	Face to face, over the phone, email	To add to database	Contract fulfilment	Staff, Landlord, Tenants	Electronic/Jupix	Duration of contractors contract and 6 years after
			To contact contractor	Contract fulfilment	Staff, Landlord, Tenants	Electronic/Jupix	Duration of contractors contract and 6 years after
			To send worksheets	Contract fulfilment	Staff, Landlord, Tenants	Electronic/Jupix	Duration of contractors contract and 6 years after
			To process payments	Contract fulfilment	Staff, Landlord, Tenants	Electronic/Jupix	Duration of contractors contract and 6 years after
			To create contract	Contract fulfilment	Staff, Landlord, Tenants	Electronic/Jupix	Duration of contractors contract and 6 years after
			To give details to tenant	Contract fulfilment	Staff, Tenants	Electronic/Jupix	Duration of contractors contract and 6 years after

			Referencing	Consent	staff, Referee	Paper, Electronic	Duration of contractors contract and 6 years after
<b>Staff</b>							
Staffing	Directors	Face to face, over the phone, email	CV Retention	Contractual	Directors	Paper, Electronic	6 years after employment ends
Staff			Contact information	Contract fulfilment	Directors, Staff	Paper, Electronic/Jupix	6 years after employment ends
			Bank details	Contract fulfilment	Directors	Paper, Electronic,	6 years after employment ends
			Performance records	Contract fulfilment	Directors	Paper, Electronic	6 years after employment ends