

# **General Data Protection Regulations**

The Landlord agrees that any personal data provided to them by the Agent, such as tenant details, are safely stored and not passed onto any third party without the explicit consent of the individual to whom that data belongs and where that personal data is no longer required, that such personal data is disposed of securely. The Landlord further agrees, that they will fully cooperate with the Agent in the event a Subject Data Access Request is received, and to compensate the Agent for any liability incurred through a failure of the Landlord to adhere with the General Data Protection Regulations.

## **Privacy Notice**

### **Data Controller**

**Keable Homes Lettings Ltd, Suite 1, Watling Chambers, 214 Watling Street, Cannock, Staffs, WS11 0BD**  
**Tel – 01543 468847**

**ICO Registration Number: Z7688162**

### **Your Personal Data**

We will hold and process your personal data for contractual and/or legitimate reasons. Therefore, your personal data will be shared with third parties to include but not limited to the tenants, any guarantors, contractors, our cloud based software providers (password protected), tenancy deposit schemes, local council and utility companies to ensure the efficient management of your property. We will also hold and process your personal data for any lawful reason required such as law enforcement or a HMRC request. We will not share your personal data with any other third party not connected with the management of your property without your explicit consent.

### **Right to Deletion**

You have the right to request that all your personal data we hold is deleted. Such a request can be sent to the above address or email, where we will confirm deletion or if not possible, explain the legitimate or lawful reasons why such a request cannot be actioned within 7 working days of receipt.

### **Right to Rectification**

You have the right to request that we amend any personal data we hold for you if you believe it is incorrect. Such a request can be sent to the above address or email, where we will confirm rectification or if not possible, explain the legitimate or lawful reasons why such a request cannot be actioned within 7 working days of receipt

### **Subject Data Access Request**

You have the right to request at any time, confirmation of the actual personal data we hold for you, and how this has been processed. Such a request can be sent to the above address or email which will be actioned within 7 working days of receipt.

### **Complaint**

In the first instance, if you have any complaint about how we hold or process your personal data, then please contact us at the above address. If you are still dissatisfied with our response, then you have the right to contact the Information Commissioners Office (ICO) at the following website <https://ico.org.uk/> quoting our ICO registration number which can be found above.

## **One utility information**

**1.0** Disclosure of Landlord's details to Spark Energy through One Utility Bill ("OUB")

**1.1** When the property is let, gas and electricity will be provided, or will be in the process of being provided by Spark Energy Supply Limited ("Spark Energy"). However this will not prevent the landlord or tenant from changing to a different energy provider if desired.

**1.2** One Utility Bill will never contact the Landlord directly or request Landlord details.

**1.3** One Utility Bill will only ever contact the Landlord through the Letting Agency.

**1.4** The Landlord agrees that the letting agent may pass the details of the property to One Utility Bill for the purposes of:

**1.4.a** Registering the gas and electricity meters at the property in the name of "One Utility Bill" or "the occupier" for vacant periods.

**1.4.b** Registering the property under the name of "the occupier" with the incumbent water supplier.

**1.4.c** One Utility Bill will register the new tenant details for gas, electricity, water and council tax, upon registration through the Notify system.

**1.5** One Utility Bill will use the details only for the purposes set out above and not in any other way. Spark Energy and One Utility Bill will comply with its obligations as a data controller in the Data Protection Act 1998 and will handle Landlord's data in the manner set out in One Utility Bill's and Spark Energy's standard terms and conditions and/or privacy notice. If the Landlord has any questions regarding details or use of the Landlord's data held by One Utility Bill/Spark Energy, the Landlord may contact Spark or One Utility Bill directly.