

Privacy Notice

This document is about how we use information about you and what we do with it. We call this information about you 'personal data' or 'personal information.'

Who we are

We are property investors supplying accommodation in the North of England. We manage property and are landlords. We work with other investors to provide great return on capital. Canning & Culshaw Property LTD (company no. 10949244) and any subsidiaries are directed by Ashley Canning and/or Neil Culshaw. We are registered with the Information Commissioner's Office (ICO) under registration reference ZA304797.

Why do we collect and use personal information?

We collect and hold personal information relating to our tenants, guarantors, other landlords, other investors and property agents. We use this information to:

- Support our tenants
- Provide maintenance and safety certificates
- Onboard new tenants
- Buy/sell properties
- Manage our tenants and properties

The categories of information that we collect and hold include:

- Personal information such as:
 - Name
 - Address
 - Assured shorthold tenancy (AST)
 - Phone number
 - Email address
 - Payment history (rent)
 - Nationality/visa status (for right to rent)
- CCTV footage outside some properties
- Property maintenance history
- Details of deposits held in the Deposit Protection Scheme (DPS)
- Utility providers and meter readings

Our legal basis for using this data

We only collect and use personal data when the law allows us to. Most commonly, we process it where:

- We need to comply with a legal obligation
- We need it to perform a task in the interest of the tenant

Less commonly, we may also process personal data in situations where:

- We have obtained consent to use it in a certain way

Where we have obtained consent to use personal data, this consent can be withdrawn at any time.

How long we keep your information

We only keep your information for as long as we need to or for as long as the law requires us to. Further information can be found in our Data Retention Policy.

Who do we share your information with?

We may share information with:

- Utility providers (to inform of moving in/out dates)
- Local council (to inform of moving in/out dates)
- Lettings agents (if property is managed)
- Maintenance providers
- The police (if required to do so)

We do not share information about our tenants/customers with anyone else without consent unless the law allows us to do so.

Your Rights

You have these rights:

- You can ask us for a copy of the information we have about you
- You can ask us to correct any information we have about you if you think it is wrong
- You can ask us to erase information about you (although we may have good reasons why we cannot do this)
- You can ask us to limit what we are doing with your information
- You can object to what we are doing with your information

There is more information available in our Data Protection Policy.

You can complain about what we do with your personal information. If you are not happy with our answer to your complaint then you can complain to the Information Commissioner's Office (ICO):

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Tel: 0303 123 1113 (local rate) or 01625 545 745 (national rate).

If you have a concern about the way we are collecting or using your personal data, you should raise your concern with us in the first instance or directly to the ICO at <https://ico.org.uk/concerns/>