



Data Retention Policy (updated 22/05/2018)

How long we will keep your information

I/we review data retention periods regularly and will only hold your personal data for as long as is necessary for the relevant activity, or as required by law (I/we may be legally required to hold some types of information), or as set out in any relevant contract I have with you.

You are entitled to be sent copies of the data we hold on you. An administration fee may be charged for this, depending on the amount of data requested.

If you are a tenant or guarantor of one of our tenants:

- Data will be held for up to one year after a failed tenancy application.
- Data will be held for up to 6 years after the expiry of the tenancy agreement unless the tenancy ends with debt recovery or other legal action required.
- In the case of debt recovery or other legal action taking place either during or after the tenancy - data may be held for up to 6 years following the completion of any action/repayment of any debt.
- Where the tenancy is the type of property where continuous use may need to be established in order to adhere to planning requirements (for example flat conversions or houses of multiple occupation) limited records may be kept for over 10 years. This will never include sensitive personal or financial data but may include tenancy agreements with your name, address of that tenancy and contact details.

If you are an investment, sourcing or coaching client:

- Data will be held for up to 6 years after the initial enquiry or the end of the management/coaching/sourcing agreement; whichever is later.
- In the case of debt recovery or other legal action taking place - data may be held for up to 6 years following the completion of any action/repayment of any debt.
- Invoices may be retained longer for accounts.

If you are a contractor employed by us or an agent we contract with:

- Data will be held for up to 6 years after the last work/contract/quote undertaken.
- In the case of debt recovery or other legal action taking place - data may be held for up to 6 years following the completion of any action/repayment of any debt.
- Invoices may be retained longer for accounts.
- Safety certificates and warranties, which may include your contact details on them, will be stored for the duration of the certificate/warranty term or the duration of ownership of the object/equipment/property – whichever is longer. Such items will also be passed to the new owners in case of transfer of ownership where the certificate/warranty is still in date. Copies may also be passed to tenants/prospective tenants where appropriate or legally required.