

Good2Rent Privacy Notice

Good2Rent is committed to security and transparency in relation to its processing of personal data. This privacy notice sets out how we will handle your data.

Who we are

Good2Rent is a trading name of Proptek Ltd. We are registered with Companies House in the UK with company number 10732083 and our registered office is at 2 St Johns Court, Moulsham Street, Chelmsford, Essex, England, CM2 0JD. We are registered with the ICO for data handling at ZA257135. Our Data Protection Officer is Georgina Pierson and she can be contacted at georgina@good2rent.com.

What data we collect and our basis for doing so

We will ask landlords and agents using our platform for information to allow them to create and manage a user account including their name, email address, telephone number, Date of birth, and nationality.

We will ask landlords giving references for tenants for their personal information in order to verify the accuracy of the reference including their name, address, and telephone number.

We will ask prospective tenants to give or agree to others giving us the following personal information in order to process their reference application:

- Name
- Email address
- Phone number
- Date of birth
- Nationality
- Marital status
- Former residence addresses
- Monthly rent paid
- Salary

We will also ask for copies of:

Utility bills, bank statements or secure access to bank account details through open banking, and passport.

We will use the provided data from prospective tenants to obtain further data from other third parties including credit check data.

We will process all this data on the basis of our contract with prospective tenants and their legitimate interest in obtaining a satisfactory reference to allow them to rent a property.

How we use data

We process prospective tenant personal data in order to provide landlords and agents with a rating and other collated information to allow them to make a decision as to whether and on what terms to offer a residential tenancy to that prospective tenant.

While there are elements of automated processing in the production of our rating and recommendation the final decision as to whether to offer a tenancy and the terms of that tenancy is made by the prospective landlord and agent and so no decision as to legal rights and obligations is made entirely by automated means.

Who else sees your data

We do not share personal data provided by agents, landlords, or referees.

Prospective tenant personal data is shared with employers and former landlords identified by the prospective tenant to the extent necessary for them to provide verification of that information and comments on the suitability of that prospective tenant. Prospective tenant personal data is also shared with prospective landlords and agents identified by the prospective tenant in order to allow them to make a decision as to whether to offer a tenancy and on what terms.

We will also share prospective tenant data with Callcredit Information Group Ltd to obtain a credit reference for the prospective tenant. This data is processed within the EEA and we have a contract with them to protect your data.

Our data is stored with Amazon Web Services EMEA SARL. This data is processed within the EEA and we have a contract with them to protect your data.

Our emails are processed by Google Inc in the United States of America. We have a contract with them that complies with EU data protection laws.

Our bulk emails are processed by Mailgun Inc in the United States of America. We have a contract with them that complies with EU data protection laws.

Our telephone calls are recorded and held on a server controlled by Ontraq Ltd This data is processed within the EEA and we have a contract with them to protect your data.

How long we keep data

We will retain the data we obtain for any prospective tenant for six years from the date that it is first obtained or four years from the last date that the account is used or accessed if that is later. This length is based on the average length of a tenancy and the length of time that a landlord or agent would have to bring a legal claim against us for any failure in the referencing process.

If you make a call to our offices we will keep the recording of that call for 12 months from the date of the call.

Your Rights

You have a range of rights relating to your data and its processing. The General Data Protection Regulation provides the following rights:

- The right to be informed
- The right of access
- The right to rectification
- The right to erasure
- The right to restrict processing
- The right to data portability
- The right to object
- Rights in relation to automated decision making and profiling.

You can find out more information about your rights, how to exercise them, and how to make complaints from the ICO (www.ico.org.uk).

This privacy notice may change from time to time. You are advised to check back here if you are concerned about any aspect of our data processing.