

# CITY RENTAL SERVICES

## How we use your personal data

### Tenant Information

#### **Our use of your data**

City Rental Services requires your data in order to set up a tenancy on our properties.

You have the right to withdraw consent to us holding your data, in which case we would be unable to let a property to you, but your data would not be used again. Data held for past tenants is only required for accounting purposes.

#### **What data do we collect?**

City Rental Services requires personal data such as your name, contact details and payment information. We may require bank statements and references from landlords and employers. No sensitive data will be collected.

No automatic processing is involved. Our employees, landlords and contractors handle any lettings issues personally and on a case by case basis.

#### **How is your data used?**

Our employees use your contact details to set up a tenancy. We also contact tenants when necessary to discuss the property. The landlord is primarily your first contact, but when requested, we may carry out maintenance on their behalf. This may include passing your contact details to our trusted contractors in order to arrange work. This will all be carried out within the terms of your tenancy agreement.

Your information is kept either to fulfil legal requirements or contractual ones associated with the tenancy. We do not use your data for marketing, and we do not pass it on to third parties for marketing purposes.

#### **Access to your data**

If any of the data we hold about you is incorrect, please contact us and we will amend it. You are also free to ask about the data we hold on your file. It will be maintained for a maximum of seven years after the end of your tenancy, for accounting reasons.

Any concerns you have may be raised in the first place with us at [wendy@citypropertylets.co.uk](mailto:wendy@citypropertylets.co.uk), but you are also free to escalate them to the Information Commissioners' Office.

#### **Contact us**

If you want to discuss our data protection policies, you can contact us on the following:

**Phone:** 0117 908 0057

**Email:** [wendy@citypropertylets.co.uk](mailto:wendy@citypropertylets.co.uk)

**Web:** [www.city-rental-services.co.uk](http://www.city-rental-services.co.uk)

Or, if you are in the Bristol area, feel free to visit our office at 58 Gloucester Road, Bishopston. Our staff are happy to discuss any concerns you may have.

**CITY RENTAL SERVICES**  
**58 Gloucester Rd**  
**Bristol**  
**BS7 8BH**

