

A	B	C	D	E	F	G	H
External Privacy	Fixflo	Jupix	Goodlord (Vouch)	Unihomes	Brief Your Market	Zero Deposits	DocuSign
Data controller							
Q Estate Agents							
Information held	Who is collecting	How is it collected	Why is it collected	Lawful basis for processing	Who will it be shared with	How stored	When will it be deleted
Tenant							
Tenant name	Staff	In office, over the phone, email, self-registration, tenant application form	To use on contract	Contract fulfillment	Landlord, staff, local authority & utilities, contractors	Paper/Electronic/Jupix/DocuSign	During tenancy & 6 years beyond
			Add to property management software system Jupix	Contract fulfillment	Staff, Contractors,	Jupix	During tenancy & 6 years beyond
			Referencing	Contract fulfillment	Employer, current landlord, Vouch, Goodlord	electronic	During tenancy & 6 years beyond

			To be able to contact tenant e.g. property management	Contract fulfillment	Contractors, staff, Fixflo	Jupix	During tenancy & 6 years beyond
			To use on prescribed information	Legal obligation	Staff, Deposit scheme, relevant person, Landlord	Paper / electronic/Jupix	During tenancy & 6 years beyond
			Marketing or to offer extra services i.e insurance	Consent	Staff, Homeshift, Vouch, Unihomes, Zero Deposits, Goodlord, Briefyourmarket	Paper / electronic	Within a month of the end of tenancy
			If legal action is needed	Legal work	Solicitor, Court Services	Paper / electronic	During tenancy & 6 years beyond
			To keep the individual informed of relevant information	Legitimate Interest	Briefyourmarket	Electronic	Please refer to Brief your Market Policy above
			Services	Contract fulfillment	Homeshift, Unihomes, Council Tax & utility providers, Zero Deposits, Briefyour market	Paper / electronic	During tenancy & 6 years beyond
Tenant contact details	Staff	In office, over the phone, email, self-registration, tenant application form	To use on contract	Contract fulfillment	Landlord, staff, local authority & utilities, contractors, Goodlord	Paper / electronic/Jupix/DocuSign	During tenancy & 6 years beyond

			Add to management software Jupix	Contract fulfillment	Staff, Contractors, Jupix	Jupix	During tenancy & 6 years beyond
			Referencing	Contract fulfillment	Staff, Employers, Current landlord, Vouch, Goodlord	paper / electronic	During tenancy & 6 years beyond
			To be able to contact tenant e.g. property management	Contract fulfillment	Contractors, staff, Fixflo	Jupix	During tenancy & 6 years beyond
			To use in prescribed information	Legal obligation	Staff, Deposit scheme, relevant person, Landlord	Paper / electronic/Jupix	During tenancy & 6 years beyond
			Marketing or to offer extra services i.e insurance	Consent	Staff, Homeshift, Vouch, Goodlord, Unihomes, Zero Deposits, Briefyourmarket	Paper / electronic	Within a month of the end of tenancy
			If Legal action is needed, for example possession claim	Legal Work	Solicitors, Court Services	Paper / electronic	During tenancy & 6 years beyond
			To keep the individual informed of relevant information	Legitimate Interest	Briefyourmarket	Electronic	Please refer to Brief your Market Policy above

			Notify utilities & council tax	Contract fulfillment	Homesift, Council Tax & utility providers, landlord, Unihomes, Vouch, Goodlord, Zero Deposits	Paper / electronic	During tenancy & 6 years beyond
Tenant date of birth	Vouch, Goodlord, agent	Inputed by tenant on Vouch's website	Referencing & assessment	Contract fulfillment	Staff, Vouch, Goodlord, Landlord	electronic	During tenancy & 6 years beyond
Tenants IP Address	DocuSign, Goodlord	Automitcally	proof of consent, proof of signature ownership	contract fulfillment	Staff, DocuSign	electronic	https://www.docuSign.co.uk/company/privacy-policy
Tenant Employer information	Vouch, Goodlord, agent	Inputed by tenant on Vouch's website	Referencing & assessment	Contract fulfillment	Staff, Vouch, Goodlord, Landlord	Paper / electronic	During tenancy & 6 years beyond
Tenant's current landlord information	Vouch, Goodlord, agent	Inputed by tenant on Vouch's website	Referencing & assessment	Contract fulfillment	Staff, Vouch, Goodlord, landlord	Paper / electronic	During tenancy & 6 years beyond
Tenant bank details	Staff	face to face, email, phone	Returning deposits	Contract fulfillment	Staff, landlord, Natwest Banking	Paper / electronic	During tenancy & 6 years beyond

Tenant's Children details	Staff	face to face, email, phone	To identify permitted occupiers to include on tenancy agreement	Contract fulfillment	Staff, landlord, Vouch, Goodlord	Paper / electronic/Jupix	During tenancy & 6 years beyond
Credit score results, history	Vouch, Goodlord, agent	Inputed by tenant on Homelet's website	To assess suitability	Contract fulfillment	Staff, landlord	Paper / electronic	During tenancy & 6 years beyond
Other returned references	Vouch, Goodlord, agent	Email, online, hardcopy	To assess suitability	Contract fulfillment	Staff, landlord	Paper / electronic	During tenancy & 6 years beyond
Tenant passport or ID documents	Staff	Photocopy of original, face to face	To comply with right to rent checks	Legal obligation, contract fulfillment	Staff, landlord, Home Office	Paper / electronic	During tenancy and 1 year after tenant leaves
Buyer							
Buyer Name	Staff	Face to face, over the phone, email, self-registration	To add to property management system	Legal obligation, contract fulfillment	Staff, Jupix	Electronic	During Sale and 6 years beyond
			To contact the buyer with updates on their purchase	Legal obligation, contract fulfillment	Staff	Electronic	During Sale and 6 years beyond

			To carry out anti money laundering checks	Legal obligation, contract fulfillment	Compliance assist	Electronic	During Sale and 6 years beyond
			To keep the individual informed of relevant information	Legitimate Interest	Briefyourmarket	Electronic	Please refer to Brief your Market Policy above
			To include on the memorandum of sale	Legal obligation, contract fulfillment	Staff, Vendor of property they are buying, Solicitors	Paper, Electronic	During Sale and 6 years beyond
Buyer address	Staff	Face to face, over the phone, email, self-registration	To add to property managements system	Legal obligation, contract fulfillment	Staff, Jupix	Electronic	During Sale and 6 years beyond
			To contact the buyer with updates on their purchase	Legal obligation, contract fulfillment	Staff	Electronic	During Sale and 6 years beyond
			To carry out anti money laundering checks	Legal obligation, contract fulfillment	Compliance assist	Electronic	During Sale and 6 years beyond
			To keep the individual informed of relevant information	Legitimate Interest	Briefyourmarket	Electronic	Please refer to Brief your Market Policy above

			To include on the memorandum of sale	Legal obligation, contract fulfillment	Staff, Vendor of property they are buying, Solicitors	Paper, Electronic	During Sale and 6 years beyond
Buyer phone number and email	Staff	Face to face, over the phone, email, self-registration	To add to property managements system	Legal obligation, contract fulfillment	Staff	Electronic	During Sale and 6 years beyond
			To contact the buyer with updates on their purchase	Legal obligation, contract fulfillment	Staff	Electronic	During Sale and 6 years beyond
			To keep the individual informed of relevant information	Legitimate Interest	Briefyourmarket	Electronic	Please refer to Brief your Market Policy above
			To offer extra services i.e solicitor, mortgage advice	Consent	Staff, solicitors, mortgage lenders	Paper / electronic	During Sale and 6 years beyond
Buyer ID and proof of address	Staff	Face to Face, email.	Anti money laundering checks	Legal obligation, contract fulfillment	Staff, Compliance Assist	Paper, Electronic	During Sale and 5 years beyond
Vendor							
Vendor Name	Staff	Face to face, over the phone, email, self-registration	To add to property management system	Legal obligation	Staff, Jupix	Electronic	During Sale and 6 years beyond

			Write in Terms of Business	Legal obligation	Staff	Paper, Electronic	During Sale and 6 years beyond
			To contact the seller with updates of their sale and put forward offers	Legal obligation, contract fulfillment	Staff	Electronic	During Sale and 6 years beyond
			To include on the memorandum of sale	Legal obligation, contract fulfillment	Staff, Vendor of property they are buying, Solicitors	Paper, Electronic	During Sale and 6 years beyond
Vendor Address	Staff	Face to face, over the phone, email, self-registration	To add to property managements system	Legal obligation, contract fulfillment	Staff, Jupix	Electronic	During Sale and 6 years beyond
			Write in Terms of Business	Legal obligation	Staff	Paper, Electronic	During Sale and 6 years beyond
			To contact the Vendor with updates on their sale and put forward offers	Legal obligation, contract fulfillment	Staff	Electronic	During Sale and 6 years beyond
			To keep the individual informed of relevant information	Legitimate Interest	Briefyourmarket	Electronic	Please refer to Brief your Market Policy above

			To include on the memorandum of sale	Legal obligation, contract fulfillment	Staff, Buyer of property they are selling, Solicitors	Paper, Electronic	During Sale and 6 years beyond
Vendor phone number and email	Staff	Face to face, over the phone, email, self-registration	To add to property managements system	Legal obligation, contract fulfillment	Staff	Electronic	During Sale and 6 years beyond
			Write in Terms of Business	Legal obligation	Staff	Paper, Electronic	During Sale and 6 years beyond
			To contact the Vendor with updates on their sale and put forward offers	Legal obligation, contract fulfillment	Staff	Electronic	During Sale and 6 years beyond
			To keep the individual informed of relevant information	Legitimate Interest	Briefyourmarket	Electronic	Please refer to Brief your Market Policy above
			To offer extra services i.e solicitor, mortgage advice	Consent	Staff, solicitors, mortgage lenders	Paper / electronic	During Sale and 6 years beyond
Vendor ID and proof of address	Staff	Face to Face, email.	Anti money laundering checks	Legal obligation, contract fulfillment	Staff, Compliance Assist	Paper, Electronic	During Sale and 5 years beyond

Vendors IP Address	DocuSign	Automitcally	proof of consent, proof of signature ownership	contract fulfillment	Staff, DocuSign	electronic	https://www.docuSign.co.uk/company/privacy-policy
Landlord							
Landlord name	Staff	Face to face, over the phone, email, self-registration	To use on contract	Contract fulfillment	Landlord, staff, local authority & utilities, Goodlord, Unihomes, contractors, DocuSign	Paper / electronic/Jupiter	During tenancy & 6 years beyond
			To be able to contact landlord	Contract fulfillment	Staff, Contractors, Fixflo	Paper / electronic/Jupiter	During tenancy & 6 years beyond
			To use no deposit prescribed information	Legal obligation	Staff, Deposit scheme, relevant person, Tenant, Goodlord	Paper / electronic/Jupiter	During tenancy & 6 years beyond
			To offer extra services i.e insurance	Consent	Staff, Vouch, Goodlord Unihomes, Zero Deposits	Paper / electronic	Within a month of the end of tenancy
			To keep the individual informed of relevant information	Legitimate Interest	Briefyourmarket, Fixflo	Electronic	Please refer to Brief your Market Policy above

			If legal action is needed	Legal work	Solicitor, Court Services	Paper / electronic	During tenancy & 6 years beyond
Landlord contact details	Staff	Face to face, over the phone, email, self-registration	To use on contract	Contract fulfillment	Landlord, staff, local authority & utilities, contractors, Docusign, Goodlord	Paper / electronic/Jupiter	During tenancy & 6 years beyond
			To be able to contact landlord	Contract fulfillment	Staff, Contractors, Fixflo	Paper / electronic/Jupiter	During tenancy & 6 years beyond
			To use in prescribed information	Legal obligation	Staff, Deposit scheme, relevant person, Tenant, Goodlord	Paper / electronic/Jupiter	During tenancy & 6 years beyond
			To offer extra services i.e insurance	Consent	Staff, Vouch, Goodlord, Zero Deposits	Paper / electronic	Within a month of the end of tenancy
			To provide details to contractor	Contract fulfillment	Staff, Contractors, Fixflo	Paper / electronic	During tenancy & 6 years beyond
			To keep the individual informed of relevant information	Legitimate Interest	Briefyourmarket, Fixflo	Electronic	Please refer to Brief your Market Policy above

			If Legal action is needed, for example possession claim	Legal Work	Solicitor, Court Services	Paper / electronic	During tenancy & 6 years beyond
Landlords IP Address	DocuSign	Automitcally	proof of consent, proof of signature ownership	contract fulfillment	Staff, DocuSign, Goodlord	electronic	https://www.docuSign.co.uk/company/privacy-policy
Guarantor							
Guarantor name	Staff	In office, over the phone, email, self-registration, tenant application form	To use on contract	Contract fulfillment	Landlord, staff, local authority & utilities, contractors, Goodlord	Paper / electronic/Jupix/DocuSign	During tenancy & 6 years beyond
			Add to property management software system Jupix	Contract fulfillment	Staff, Contractors,	Jupix	During tenancy & 6 years beyond
			Referencing	Contract fulfillment	Employer, current landlord, Vouch, Goodlord	paper / electronic	During tenancy & 6 years beyond
			To be able to contact guarantor e.g. property management	Contract fulfillment	Contractors, staff	Jupix	During tenancy & 6 years beyond
			To use on prescribed information	Legal obligation	Staff, Deposit scheme, relevant person, Landlord, Goodlord	Paper / electronic/Jupix	During tenancy & 6 years beyond

			If legal action is needed	Legal work	Solicitor, Court Services	Paper / electronic	During tenancy & 6 years beyond
			Services	Contract fulfillment	Council Tax & utility providers, Zero Deposits, Goodlord	Paper / electronic	During tenancy & 6 years beyond
Guarantor contact details	Staff	In office, over the phone, email, self-registration, tenant application form	To use on contract	Contract fulfillment	Landlord, staff, local authority & utilities, contractors, Goodlord	Paper / electronic/Jupix/DocuSign	During tenancy & 6 years beyond
			Add to management software Jupix	Contract fulfillment	Staff, Contractors, Jupix	Jupix	During tenancy & 6 years beyond
			Referencing	Contract fulfillment	Staff, Employers, Current landlord, Vouch, Goodlord	paper / electronic	During tenancy & 6 years beyond
			To be able to contact tenant e.g. property management	Contract fulfillment	Contractors, staff,	Jupix	During tenancy & 6 years beyond
			To use in prescribed information	Legal obligation	Staff, Deposit scheme, relevant person, Landlord	Paper / electronic/Jupix	During tenancy & 6 years beyond
			If Legal action is needed, for example possession claim	Legal Work	Solicitors, Court Services	Paper / electronic	During tenancy & 6 years beyond

			Services	Contract fulfillment	Zero Deposits, Goodlord, Vouch	Paper / electronic	During tenancy & 6 years beyond
			Notify utilities & council tax	Contract fulfillment	Council Tax & utility providers, landlord, Goodlord, Vouch	Paper / electronic	During tenancy & 6 years beyond
Guarantor date of birth	Vouch, Goodlord, agent	Inputed by guarantor/agent on Vouch website	Referencing & assessment	Contract fulfillment	Staff, Vouch, Goodlord, Landlord	electronic	During tenancy & 6 years beyond
Guarantors IP Address	DocuSign, Goodlord	Automitcally	proof of consent, proof of signature ownership	contract fulfillment	Staff, DocuSign, Goodlord	electronic	https://www.docuSign.co.uk/company/privacy-policy
Guarantor information	Vouch, Goodlord, agent	Inputed by guarantor/agent on Vouch website	Referencing & assessment	Contract fulfillment	Staff, Vouch, Goodlord, Landlord	Paper / electronic	During tenancy & 6 years beyond
Guarantor current residential information	Vouch, Goodlord, agent	Inputed by guarantor/agent on Vouch website	Referencing & assessment	Contract fulfillment	Staff, Vouch, Goodlord, landlord	Paper / electronic	During tenancy & 6 years beyond
Credit score results, history	Vouch, Goodlord, agent	Inputed by guarantor/agent on Vouch website	To assess suitability	Contract fulfillment	Staff, landlord	Paper / electronic	During tenancy & 6 years beyond
Other returned references	Vouch, Goodlord, agent	Email, online, hardcopy	To assess suitability	Contract fulfillment	Staff, landlord	Paper / electronic	During tenancy & 6 years beyond

Applicant (defined as person requesting valuation or viewing)							
Applicant Name	Staff	Face to face, over the phone, email, self-registration	To add to database and for staff security	Legal obligation	Staff, landlords	Electronic/Jupiter x	After 6 months
			To be able to contact applicant	Consent	Staff, landlords	Electronic/Jupiter x	After 6 months
			To give to landlord	Consent	Landlord	Electronic/Jupiter x	After 6 months
			To create a applicant record	Consent	Staff	Electronic/Jupiter x	After 6 months
			To keep the individual informed of relevant information	Legitimate Interest	Briefyourmarket	Electronic	Please refer to Brief your Market Policy above
			To create application process	Contract fulfillment	Staff	Paper / electronic/Jupiter x	After 6 months

Applicant contact details	Staff	Face to face, over the phone, email, self-registration	To add to database and for staff security	Legal Obligation	Staff, landlords,	Electronic/Jupiter	After 6 months
			To be able to contact applicants	consent	Staff, landlords	Electronic/Jupiter	After 6 months
			To give to future Landlord	Contract fulfillment	Landlord	Electronic/Jupiter	After 6 months
			To send marketing details to	Consent	Staff, back up / cloud / software provider/Brief your market	Electronic/Jupiter	After 6 months
			To create a applicant record	Contract fulfillment	Staff, back up / cloud / software provider	Electronic/Jupiter	After 6 months
			To create application process	Contract fulfillment	Staff,	Paper / electronic/Jupiter	After 6 months
			To keep the individual informed of relevant information	Legitimate Interest	Briefyourmarket	Electronic	Please refer to Brief your Market Policy above
			Referencing	Contract fulfillment	Staff, Vouch, Goodlord, Landlord	Paper / electronic	Duration of tenancy and six years after

Applicant IP Address	Staff	Automatically	Proof of identity as part of registration or enquiry through our website	Legitimate interest	Staff	electronic	After 6 months
	DocuSign	Automitcally	proof of consent, proof of signature ownership	contract fulfillment	Staff, DocuSign	electronic	https://www.docuSign.co.uk/company/privacy-policy
Contractor							
Contractor Name	Staff	Face to face, over the phone, email	To add to database	Contract fulfillment	Staff, Landlord, Tenants	Electronic/Jupiter	Duration of contractors contract and 6 years after
			To be able to contact contractor	Contract fulfillment	Staff, Landlord, Tenants	Electronic/Jupiter	Duration of contractors contract and 6 years after
			To give details to tenant	Contract fulfillment	Staff, Tenants	Electronic/Jupiter	Duration of contractors contract and 6 years after
Contractor contact details	Staff	Face to face, over the phone, email	To add to database	Contract fulfillment	Staff, Landlord, Tenants	Electronic/Jupiter	Duration of contractors contract and 6 years after

			To contact contractor	Contract fulfillment	Staff, Landlord, Tenants	Electronic/Jupiter	Duration of contract and 6 years after
			To send worksheets	Contract fulfillment	Staff, Landlord, Tenants	Electronic/Jupiter	Duration of contract and 6 years after
			To process payments	Contract fulfillment	Staff, Landlord, Tenants	Electronic/Jupiter	Duration of contract and 6 years after
			To create contract	Contract fulfillment	Staff, Landlord, Tenants	Electronic/Jupiter	Duration of contract and 6 years after
			To give details to tenant	Contract fulfillment	Staff, Tenants	Electronic/Jupiter	Duration of contract and 6 years after
			Referencing	Consent	staff, Referee	Paper, Electronic	Duration of contract and 6 years after
Staff							
Staffing	Directors	Face to face, over the phone, email	CV Retention	Contractual	Directors	Paper, Electronic	6 years after employment ends

Staff			Contact information	Contract fulfillment	Directors, Staff, Taxave	Paper, Electronic/Jupix	6 years after employment ends
			Bank details	Contract fulfillment	Directors, book keeper	Paper, Electronic,	6 years after employment ends
			Performance records	Contract fulfillment	Directors	Paper, Electronic	6 years after employment ends
All calls in or out of Q Estate Agents							
Phone Conversations	Xoom Talk	Over the phone	Calls are recorded and stored	Training, monitoring and proof of consent		Electronic	5 years after telephone call http://www.xoomtalk.com/privacy

