

Reference-my-tenant.com

Privacy Policy



reference-my-tenant
.com

Before using the www.reference-my-tenant.com or www.reference-my-tenant.com web site, you should note the following points:

DEFINITIONS:

"Register": When you use the login and security items provided by Reference-my-tenant.com to access and use this site, we will deem you to have registered.

"Web Browser": Runs on the User's PC and requests information from any Web Server on the World Wide Web.

"Web Server": Based on requests from the Web Browser, the Web Server returns pages of information to be viewed by the user on his/her own PC.

"Cookies": A file stored on the User's PC by the Web Browser as requested by the Web Server. This file is transmitted to the Web Server each time the Web Browser requests information from the Web Server and is used as a means of customising web pages and facilitating use of the web site.

POLICY:

In order to deliver an effective service to you it is necessary for Reference-my-tenant.com to store personal information about you and/or your Company for the duration of the tenancy.

If you use the Reference-my-tenant.com site either as a Managing Agent (having registered), a Landlord (having registered), or a prospective Tenant or Guarantor (in order to supply details for assessment purposes) then we will treat all information supplied to us in accordance with this document.

If you visit the www.reference-my-tenant.com site, having been introduced to Reference-my-tenant.com by a third party site (such as your managing agent/landlord), then information supplied by you to us may be passed on to the relevant third party only, including the landlord of the property.

Our privacy policy does not extend to any third party sites that you might visit via the Reference-my-tenant.com site, or be directed to the Reference-my-tenant.com site from.

The site will use Cookies for storing user information to permit us to identify you when you re-visit the site.

STORAGE OF DATA:

All necessary information supplied to Reference-my-tenant.com will be processed and stored on a secure server and may be used during future visits to the site to facilitate easy repeated use (being referenced). The transaction process will use data encrypted using a Secure Socket Layer (SSL) session encrypted to the highest level available to your browser.

Note that some older versions of Web Browsers do not support this facility. Therefore you should ensure that the Web Browser you will use supports SSL.

All storage, use and transmission of personal information relating to an individual or a Company is subject to the 2018 Data Protection Act. All data collection and processing will comply with the EU's General Data Protection Regulations (GDPR). You have the right to withdraw your consent at any time by emailing info@reference-my-tenant.com with your request; at which point all referencing activity will cease.

Nelson Referencing Limited t/a Reference-my-tenant.com works for many letting agents and landlords, offering a tenant application validation service. Data is collected via our secure website (www.reference-my-tenant.com) which has a security certificate issued by Trustwave. Please feel free to look at our Trustware certificate, which is shown on our website and easily viewable by clicking on the locked padlock symbol on the left hand section of your web-bar. The padlock symbol only shows once you have entered the secure site via your user name and password. You can view the Trustware certificate BEFORE you enter any personal details about yourself.

Our referencing suite is hosted by NorthgateArinso / NGA HR (<http://www.ngahr.co.uk/>). NGA HR is fully accredited to ISO 27001. Online data is held in state of the art data centres to which physical access is only permitted

to pre-arranged photo and fingerprint verified staff. Network and data security makes full use of firewalls, data traffic encryption, server network topology separation, chinese walls and service role segregation. NGA HR takes data security extremely seriously and does everything in its power to ensure the data in its care remains secure and confidential.

CREDIT DATA:

Credit related data is obtained from TransUnion (formerly known as Callcredit). To understand how TransUnion gathers their data, and to assist with explaining how they use and share personal information, the type of information they hold, where it comes from and the legalities of how it is handled, please see their transparency notice, which is available from the following link:

<https://www.callcredit.co.uk/legal-information/bureau-privacy-notice>

LICENCES:

Nelson Referencing Limited is a company registered with Companies House (No 6954662). We are registered with the Information Commissions Office and our Data Protection Registration permits us to transact business, hold sensitive data and return this data to the data owner. Our registration number is Z1834073. Please see <https://ico.org.uk/ESDWebPages/Search> to validate this.

EMAIL COMMUNICATIONS:

We will use email for the following purposes only

- 1) To keep you updated on any current tenant assessment specific to you or your Company and undertaken at your request;
- 2) To keep you up to date with changes to the current services that are offered;
- 3) To keep you informed of selected products and services available from The Nelson Referencing Limited Group of Companies and our carefully chosen suppliers (we may also contact you by telephone or post). If you do not want to receive this secondary information please let us know by contacting Reference-My-Tenant by telephone or email. Any email transmitted to you and carrying such information will also indicate a procedure to stop all such future contact.

HOW TO CONTACT US:

- Contact us by phone - 0845 468 2616
- Contact us by post - Reference My Tenant
PO Box 10181, Grantham,
Lincs NG31 0GG
- Contact us by email - Info@reference-my-tenant.com