



MYHOME SOLUTIONS LETTINGS AND MANAGEMENT LTD

PRIVACY NOTICE

1. Introduction

Myhome Solutions Lettings and Management Ltd ("we", "our" or "us") is committed to protecting your privacy and handling your personal information fairly, lawfully and transparently.

This Privacy Notice explains how we collect, use, store, share and protect personal information when we provide letting, property management, rent collection, commercial letting and block management services.

This notice applies whether you are:

- a prospective tenant;
- a tenant;
- a guarantor;
- a landlord;
- a prospective landlord;
- a contractor working with us; or
- making an enquiry through our website, by telephone, email or WhatsApp.

We process personal information in accordance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018 and other applicable laws.

2. Who We Are

t: +44 (0) 208 348 3271 f: +44 (0) 208 883 7761 e: info@myhome-solutions.co.uk

60 High Road, London N2 9PN, www.myhome-solutions.co.uk

Registered in England and Wales, Company Number: 05907218



Myhome Solutions Lettings and Management Ltd

60 High Road
East Finchley
London
N2 9PN

Company Number: **13291469**

ICO Registration Number: **ZB073859**

Privacy Contact

Michael Doukaki

Email: mike@myhome-solutions.co.uk

Telephone: **07930 952360**

If you have any questions about this Privacy Notice or wish to exercise any of your rights, please contact us using the details above.

3. Our Services

We provide a range of property services including:

- Residential lettings
- Commercial lettings
- Full property management
- Let only services
- Rent collection
- HMO management
- Block management
- Tenant sourcing
- Property inspections
- Maintenance coordination
- Tenancy renewals

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4. Personal Information We Collect

The personal information we collect depends on the service we provide.

Identity Information

This may include:

- Full name
- Previous names where relevant
- Date of birth
- Nationality
- Passport details
- Driving licence details
- Visa documentation
- Right to Rent documents
- National Insurance number where required by law

Contact Information

This may include:

- Home address
- Previous addresses
- Email address
- Telephone numbers
- Emergency contact details
- Next of kin information where appropriate

Financial Information

We may collect:

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- Bank account details
 - Sort code and account number
 - Bank statements
 - Holding deposit details
 - Tenancy deposit information
 - Rent payment history
 - Proof of income
 - Payslips
 - Employment contracts
 - Benefit information where relevant
 - Affordability information
-

Employment Information

This may include:

- Employer name
 - Employer address
 - Employer contact details
 - Employment status
 - Salary
 - Length of employment
 - Accountant details where applicable
-

Property Information

We may collect information relating to:

- Property addresses
- Tenancy agreements
- Management agreements
- Inspection reports
- Inventory reports
- Maintenance records
- Photographs taken during inspections
- Repair requests

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- Rent records
 - Deposit records
 - Correspondence relating to the tenancy
-

Referencing Information

Where appropriate we obtain information from HomeLet and other referencing providers.

This may include:

- Identity verification
 - Employment verification
 - Previous landlord references
 - Affordability assessments
 - Creditworthiness information
 - Fraud prevention checks
-

Communications

We may retain records of communications including:

- Emails
 - Telephone conversations
 - Letters
 - WhatsApp messages
 - Website enquiries
 - DocuSign records
-

CCTV

CCTV operates at our office premises for the purposes of crime prevention, staff safety and protection of company property.

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5. How We Collect Information

We collect personal information directly from you when you:

- complete an application form;
- enquire about a property;
- apply to rent a property;
- instruct us to let or manage your property;
- provide identification documents;
- provide financial information;
- communicate with us by email, telephone or WhatsApp;
- use our website;
- sign documents electronically using DocuSign.

We may also receive information from:

- landlords;
- tenants;
- guarantors;
- employers;
- previous landlords;
- HomeLet;
- the Deposit Protection Service (DPS);
- local authorities;
- utility providers;
- contractors;
- government departments;
- legal advisers;
- other organisations where permitted by law.

6. Why We Use Your Information

We process personal information to:

- arrange property viewings;
- assess tenancy applications;
- verify identity;

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- carry out Right to Rent checks;
- obtain references;
- complete affordability assessments;
- prepare tenancy agreements;
- collect holding deposits;
- protect tenancy deposits;
- collect rent;
- manage tenancy renewals;
- administer managed properties;
- arrange repairs and maintenance;
- communicate with landlords, tenants and guarantors;
- comply with legal obligations;
- prevent fraud;
- resolve disputes;
- recover outstanding debts;
- protect our legal rights;
- improve our services.

We only collect information that is necessary for the services we provide or where required by law.

7. Our Lawful Basis for Processing

Under UK GDPR we must have a lawful basis for processing personal information.

Contract

We process information where necessary to enter into or perform a tenancy agreement, management agreement or other contract with you.

Examples include:

- tenancy applications;
- preparing tenancy agreements;
- rent collection;
- property management;
- arranging repairs.

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Legal Obligation

We process information where required by law.

Examples include:

- Right to Rent checks;
- tenancy deposit protection;
- accounting and tax records;
- responding to lawful requests from regulators, courts or government bodies.

Legitimate Interests

We may process personal information where necessary for our legitimate business interests provided those interests do not override your rights.

Examples include:

- managing our business;
- preventing fraud;
- maintaining accurate records;
- recovering unpaid debts;
- defending legal claims;
- ensuring properties are properly managed.

Consent

In limited circumstances we may rely on your consent before processing certain personal information.

Where consent is used, you may withdraw it at any time.

Withdrawal of consent will not affect any processing already carried out lawfully.



8. Who We Share Your Information With

We only share personal information where necessary to provide our services or where required by law.

Depending on your circumstances we may share information with:

- landlords;
- prospective landlords;
- tenants;
- guarantors;
- HomeLet;
- the Deposit Protection Service (DPS);
- inventory clerks;
- maintenance contractors;
- electricians;
- plumbers;
- gas engineers;
- locksmiths;
- cleaners;
- utility suppliers;
- local authorities;
- accountants;
- insurers;
- legal advisers;
- courts;
- debt recovery agencies;
- banks;
- payment providers;
- Microsoft in connection with Outlook and related business services;
- Apple in connection with iCloud storage;
- other trusted IT service providers.

We only share the minimum information necessary for the relevant purpose.

We do not sell or rent your personal information to third parties.



9. International Transfers

Some of our service providers, including Microsoft and Apple, may process or store personal information outside the United Kingdom.

Where this occurs, appropriate safeguards are in place to protect your personal information in accordance with UK GDPR requirements.

We take reasonable steps to ensure that any organisation processing information on our behalf maintains appropriate standards of security and confidentiality.

In my next reply I'll provide **Part 2**, covering security, retention periods, your rights, marketing, cookies, complaints, document control and the full retention schedule so you have one complete document ready for your tenancy packs.

10. How We Protect Your Information

We take the security of your personal information seriously and have implemented appropriate technical and organisational measures to protect it against accidental loss, unauthorised access, disclosure, alteration or destruction.

These measures include:

- Password-protected computers and mobile devices.
- Secure email systems.
- Cloud storage using reputable providers, including Apple iCloud and Microsoft services.
- Restricted access to personal information so that only those who need access can view it.
- Secure electronic storage of documents.
- Secure disposal of confidential paperwork when it is no longer required.
- CCTV at our office premises to help protect company property and confidential information.
- Regular reviews of our security procedures.

Whilst we take every reasonable step to safeguard your information, no method of transmitting or storing data electronically can be guaranteed to be completely secure.



11. How Long We Keep Your Information

We only retain personal information for as long as necessary to fulfil the purposes for which it was collected, to comply with legal obligations, or to establish, exercise or defend legal claims.

Our standard retention periods are set out below.

Record	Typical Retention Period
General enquiries	Up to 12 months
Unsuccessful tenancy applications	6 months
Successful tenant application records	6 years after the tenancy ends
Tenancy agreements	6 years after the tenancy ends
Guarantor information	6 years after the tenancy ends
Landlord records	6 years after the business relationship ends
Property management records	6 years after management ends
Rent payment records	6 years
Accounting and tax records	6 years (or longer where required by law)
HomeLet referencing information	6 years after the tenancy ends where appropriate
Holding deposit records	6 years
Deposit protection records	6 years after the tenancy ends
Inspection reports	6 years after the tenancy ends
Maintenance records	6 years
Right to Rent records	Retained in accordance with applicable immigration legislation
CCTV footage	Normally around 30 days unless required for an investigation or legal proceedings

Where legal proceedings, complaints or disputes are ongoing, we may retain relevant information for longer where reasonably necessary.

12. Your Rights

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Under UK GDPR you have a number of rights regarding your personal information.

These include the right to:

- request access to the personal information we hold about you;
- request correction of inaccurate or incomplete information;
- request deletion of your personal information where applicable;
- request restriction of processing in certain circumstances;
- object to processing where we rely on legitimate interests;
- request a copy of your information in a portable format where applicable;
- withdraw consent where processing is based on consent; and
- complain to the Information Commissioner's Office (ICO).

Some of these rights are subject to legal exemptions and may not apply in every circumstance.

To exercise any of your rights, please contact us using the details provided in this notice.

13. Marketing Communications

From time to time we may contact landlords regarding services we believe may be of interest.

We do not send unsolicited marketing communications to tenants or guarantors.

You may opt out of receiving marketing communications at any time by contacting us.

Please note that service-related communications concerning your tenancy, property, management agreement or legal obligations are not marketing and will continue where necessary.

14. Website, Cookies and Online Enquiries

When you visit our website, certain technical information may be collected automatically to help us improve the website, maintain security and understand how visitors use our services.

If you submit an enquiry through our website, we will use the information you provide to respond to your enquiry and, where appropriate, provide the services you have requested.

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Our website may use cookies. Details of how cookies are used are explained in our separate Cookie Policy.

15. CCTV

CCTV is in operation at our office premises for the purposes of:

- protecting our staff;
- protecting visitors;
- preventing crime;
- protecting confidential information; and
- protecting company property.

Access to CCTV recordings is restricted and recordings are retained only for as long as reasonably necessary.

16. Automated Decision Making

We do not make decisions based solely on automated processing that have legal or similarly significant effects on individuals.

As part of the tenant referencing process, HomeLet may use automated systems within its own assessment procedures. However, any decision regarding a tenancy application is reviewed by us together with the landlord and is not based solely on automated processing.

17. Changes to This Privacy Notice

We may update this Privacy Notice from time to time to reflect changes in legislation, regulatory guidance or the way we provide our services.

The most up-to-date version will always be available on our website and can be provided on request.

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18. Complaints

If you have any questions or concerns about how we use your personal information, we encourage you to contact us first so that we can try to resolve the matter promptly.

Privacy Contact:

Michael Doukaki

Myhome Solutions Lettings and Management Ltd

60 High Road

East Finchley

London N2 9PN

Email: mike@myhome-solutions.co.uk

Telephone: 07930 952360

If you remain dissatisfied, you have the right to lodge a complaint with the Information Commissioner's Office (ICO).

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Telephone: 0303 123 1113

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Website: www.ico.org.uk

19. Document Control

Document Title: Privacy Notice

Company: Myhome Solutions Lettings and Management Ltd

Version: 2.0

Approved By: Michael Doukaki

Effective Date: 30 June 2026

Review Date: 30 June 2027

Our Commitment to Privacy

At Myhome Solutions Lettings and Management Ltd, we understand that the personal information entrusted to us is important. We are committed to treating your information with care, respect and confidentiality, and to using it only for legitimate business purposes and in accordance with applicable data protection laws.

If you have any questions about this Privacy Notice or how your information is handled, please contact us. We will always be happy to assist.

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