



# Privacy Notice

## Steel City Living Ltd

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Email: [hello@steelcityliving.co.uk](mailto:hello@steelcityliving.co.uk)

Website: [www.steelcityliving.co.uk](http://www.steelcityliving.co.uk)

Tel: 07384 252 558

12 Rudyard Road  
Hillsborough  
Sheffield  
S6 2LD





## Steel City Living – Privacy Notice

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## Summary

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This Privacy Notice is a public document available to anyone and applies to tenants, prospective tenants and guarantors of Steel City Living Ltd to explain how we collect and process personal information in order to conduct our business activities as a letting agent. Normal business activities can be summarised as:

- **Providing student and other types of housing**
- **Managing your tenancy and account as your letting agent**
- **Property maintenance and repair**

**Our mission is 'to provide quality properties with a service tenants deserve along the way'**

Steel City Living is a letting agent in Sheffield. We are a property management company that fully manage properties on behalf of landlords.

## How we collect your information

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We collect information from you from a selection of sources including when you apply for one of our properties (by completing one of our forms) when you call, write an email, submit an enquiry via the website or meet with us in person. We may also receive information from your employer, guarantor, tenancy deposit schemes or other letting agents.

We do not share any of the information you provide, unless we state it within this Privacy Notice, by way of contractual agreement, as specifically consented to by you or where the law requires it.

## What information we collect about you

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The information we may require from you, the tenant(s) or guarantor(s) includes:

- Full name (and proof of your identity /photo ID)
- Date of birth
- National Insurance Number
- Academic information (student number, course, year of study, council tax certificate/Proof of study)
- Contact Details (phone, email, correspondence address)
- Previous addresses
- Proof of address (Utility, bank statements, payslips)
- Employment information (company name, address and contact)
- Financial information (how you will be paying your rent)

By initially soliciting communication and providing your personal information during the enquiry/application process, you are actively consenting to the use of that information as set out in this policy. This engagement allows us to keep you informed during your application stage and continue throughout the length of your tenancy.

The lawful purpose for processing your personal data is generally by way of contract, from a tenancy agreement or guarantor form. You will have either provided the details directly to us using one of our forms or you will have authorised us to check, enhance your data for the purpose of providing accommodation via a tenancy agreement.

## How we use your information

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The information we require from you is used to manage your tenancy agreement between you and Steel City Living Ltd. Please read your contract carefully for specific details as 'performance of a contract' is usually the legal basis for processing your information and carrying out our activities.

Our processing activities are:

- Managing your tenancy, with tenant statements, payments, including arrears and charges
- Managing repairs, maintenance and any issues relating to the property
- Ensuring the tenancy contractual agreement conditions are met throughout the tenancy by inspections and through reporting issues.
- Surveys / follow up feed back requests

## Who we share your information with

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Steel City living Ltd shares limited personal data in the following way:

- Contractual Agreements passed to landlord(s)
- We may need to share it with government departments
- Sheffield City Council
- Utility companies or with other organisations where we are legally allowed to do so
- Credit referencing agencies
- Deposit Protection Scheme
- Contractors who are carrying out a service on our behalf
- Other letting agents

## How the information is stored

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The information we collect about you is stored on cloud-based software which protects your personal information from accidental loss and from unauthorised access. Where we store hard copies of your personal data and agreements, these are held securely and are only accessed by Caroline Wright, the Data Controller.

## Third Party Services

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Where we use third party services / media sites such as Facebook, Twitter, Instagram, YouTube, they have their own privacy policies and are beyond the control of Steel City Living Ltd. By clicking or using the links to these platforms you are doing so with the understanding that they have their own Privacy Policies and Steel City Living Ltd is not responsible.

## How Long we keep your information

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Information relating to a tenancy agreement will be kept for as long as the agreement is active or where money is owed on the account, and for a period not exceeding 3 years afterwards.

## What we will not do

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Steel City Living will not:

- Sell your personal data on to third parties
- Will not pass on your personal data to unrelated third parties unless we are allowed or required to do so by law or we have your permission to do that
- Will not send you unsolicited marketing materials

## How can you amend, update or delete personal information

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You may amend, update or delete personal information at any time where it is possible to by contacting us in writing by post:

Steel City Living Ltd, 12 Rudyard Road, Hillsborough, Sheffield, S6 2LD

Or by email at: [hello@steelcityliving.co.uk](mailto:hello@steelcityliving.co.uk)

## Your Rights

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You have the right to request a copy of the data we hold about you. Please contact [hello@steelcityliving.co.uk](mailto:hello@steelcityliving.co.uk) if you wish to request access to any of your personal data and we will endeavour to answer your questions. We will respond to your request and provide you the information within 30 days of receiving your request.

You have the right to correct any information that we hold. If there are any changes required to your personal details, please contact us to amend any changes by contacting 07384 252 558 or via email to [hello@steelcityliving.co.uk](mailto:hello@steelcityliving.co.uk)

## Complaints and the ICO

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The Information Commissioner's Office (ICO) provides you with all the information and other rights you have which can be seen by visiting their website <https://ico.org.uk/>

You have the right to complain about any matter relating to our services, including how we use your personal data:

- 1) In the first instance, please contact us on 07384 252 558 or email [hello@steelcityliving.co.uk](mailto:hello@steelcityliving.co.uk)
- 2) If you are still not happy we have dealt with your complaint you may complain to the Property Redress Scheme Service at <https://www.theprs.co.uk/Home/Index>
- 3) if you wish to complain about our use of your personal data you may complain to the Information Commissioner's Office (ICE) at <https://ico.org.uk/> Our ICO Registration Number is: ZA375076