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| Norwich Elite Lettings ltd |  |  | Imperial House | |
|  |  | Upper St Giles | |
|  |  | Brackenwood | |
| gdpr |  |  | CONTACT | |
| Your right to privacy as governed by General Data Protection Regulation is covered as a tenant. NEL Ltd is registered with ICO as a company holding personal data and is obligated to comply with the laws that GDPR was brought about to protect. |  |  | Phone icon | 07464 201936 |
| Message icon | nelnorwich@gmail.com |
| Email icon | 96, NR8 6SB |
| Earth icon | www.imperialhouse.uk |
| how we protect your data |  |  | information held | |
| Time Frame How long do we keep your information  All the information provided is held for the duration of your tenancy and then 2 years from the date of termination. After this, only your name and contact information is held for a further 3 years.  This is for the purpose of unpaid bills which can be chased by providers for a period of time after your tenancy. |  |  | * Full Name * Telephone Numbers * Email Addresses * Occupation * Guarantor Information * AST * Proof of Identity * Referencing Information  PROVIDING INFORMATION | |
| Security How is this information held  The information is held on a double password protected system in a locked office. Only employees of NEL Ltd have access to this information.  The information may also be held by the referencing agent and you should contact them if you have any queries on how they hold your information. |  |  |
|  | Council Tax and Utilities | |
| Protection what do we do with this information  As your landlord we need this information to stay in touch with you and any changes should be notified to us immediately. We may need to contact you with urgent information for your own safety and protection.  Your information is never shared to third parties for the use of data collection. The only time information is given is to the local council tax office and to utility companies for the purpose of directing bills due on the property to the correct name. |  |  | If you do not pay bills due on the usage of the property, then the provider may pursue payment from the property owner – NEL Ltd. NEL Ltd is not liable for your bills during your occupancy and will provide the information required to confirm that they are not liable | |
|  | Authorities Should the local authorities (police) require information NEL Ltd may be compelled to provide this. This may include CCTV footage or personal information. | |