



DATA RETENTION POLICY

1. Introduction

LetHQ ("we," "us," or "our") is committed to protecting the privacy and security of personal data. This Data Retention Policy outlines our practices for retaining personal data collected from landlords, letting agents, and tenants in accordance with applicable data protection laws, including the UK GDPR and the Data Protection Act 2018.

2. Purpose

This policy aims to:

- Establish clear guidelines for how long we retain personal data.
- Ensure compliance with legal and regulatory obligations.
- Minimize the risk of data breaches.
- Support efficient data management.

3. Scope

This policy applies to all personal data processed by LetHQ, including data collected through our website, tenant vetting processes, and insurance services.

4. Data Retention Principles

We will retain personal data only for as long as necessary to fulfil the purposes for which it was collected, including:

- Legal and regulatory requirements
- Contractual obligations
- Business needs
- Protection of our legal rights

5. Data Retention Requirements

This section sets out the agreed guidelines for retaining the different types of company data that are held by LetHQ:

- Client data will be held for as long as the organisation remains a client of LetHQ, plus 6 years.
- Applicant personal data provided in relation to a tenant/guarantor/company check will be held for up to 12 months after the check has been completed.
- Applicant personal data provided in relation to a digital ID check or digital right to rent check will be held for up to 12 months after the check has been completed.
- Applicant personal data provided in relation to insurance services will be held for up to 5 years.

6. Data Disposal

When personal data is no longer required, we will securely delete or obfuscate it.

Secure deletion methods may include:

- Secure electronic deletion.
- Physical destruction of paper records.

The obfuscation process used involves replacing personal data with a series of X's. For example, replacing '1 TEST STREET' with 'XXXXXXX'. Dates of birth are replaced with '01/01/1900'. The name of the applicant is retained.

7. Data Security

We implement appropriate technical and organizational measures to protect personal data against unauthorized access, disclosure, alteration, and destruction.

8. Regular Review

This Data Retention Policy will be reviewed and updated periodically to ensure its continued accuracy and effectiveness.

9. Individual Rights

Individuals have the right to request the deletion of their personal data in certain circumstances (the "right to be forgotten"). We will process such requests in accordance with applicable data protection laws.

10. Contact Information

For any questions or concerns about this Data Retention Policy, please email info@lethq.co.uk.