Privacy Notice – Horizon RR Ltd

Who we are

Horizon RR Ltd ("we", "our", "us") is the landlord of the properties we let. We are the 'data controller' for the personal information we collect and use.

Company number: 15894032

Contact details

Email: privacy@horizonrr.uk

1. The personal data we collect

We collect information such as:

- Names, contact details (email, phone), date of birth, and identification documents
- Financial information (bank details, income, employment)
- References, credit checks, and right-to-rent documents
- Tenancy details (rent, payments, communications)
- Maintenance requests and related correspondence

2. How we get your data

We may collect information:

- Directly from you (forms, emails, phone calls, viewings)
- From referencing agencies, credit check providers, guarantors, or previous landlords
- From public sources such as the electoral roll or Companies House
- From contractors when works are carried out at the property

3. How we use your data

We use your information to:

- Manage your tenancy or application
- Comply with legal obligations (e.g. right-to-rent checks, safety certificates)
- Communicate with you about rent, repairs, and tenancy matters
- Protect our legitimate interests (e.g. recovering unpaid rent, preventing fraud)
- Notify utilities, local authorities, and deposit protection schemes
- Share your contact details with other occupiers of the property if required for maintenance or communal issues
- Share your information with contractors, service providers, debt collection agencies, or tracing services where necessary
- Provide references when authorised by you

4. Lawful basis for processing

We process your information under one or more of the following legal bases:

- Contract – to take steps before entering into or to perform a tenancy agreement
- Legal obligation – to comply with housing, tax, and safety laws
- Legitimate interests – to manage the property effectively and protect our business
- Consent – for anything not covered above (you can withdraw consent at any time)

5. Who we share your data with

We may share your information with:

- Letting agents (if applicable)
- Contractors carrying out repairs or safety checks
- Local councils, utility companies, and deposit protection schemes
- Referencing agencies, credit reference agencies, and debt collection services
- HMRC or other authorities when required by law
- Other occupiers in the same property when necessary for repairs or communal matters

6. How long we keep your data

We keep your information for as long as necessary for the purpose it was collected:

- During your tenancy and up to 10 years after it ends (for tax, legal, and audit purposes)
- Application records for up to 3 Years if no tenancy is created
- Certain records may be kept longer if required by law

7. Your rights

You have the right to:

- Access the information we hold about you
- Have inaccurate data corrected
- Request erasure of your data (where applicable)
- Restrict or object to our processing of your data
- Request data portability
- Complain to the ICO (www.ico.org.uk) if you are unhappy with how we handle your data

8. How to contact us

If you have any questions or wish to exercise your rights, contact us at:

Email: privacy@horizonrr.uk

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