

# Lease For Life Housing Group Ltd

## Privacy Notice

**Last Updated:** 11 June 2026

## Introduction

This Privacy Notice explains how Lease For Life Housing Group Ltd (“Lease For Life”, “we”, “us” or “our”) collects, uses, stores and protects personal information in connection with our housing, lettings, supported accommodation, property management, landlord services, enquiries, referrals, recruitment, supplier management and business administration activities.

Lease For Life Housing Group Ltd is committed to protecting personal information and ensuring that all personal data is processed fairly, lawfully and transparently in accordance with applicable data protection legislation, including the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

## 1. Who We Are and How to Contact Us

**Data Controller:**

Lease For Life Housing Group Ltd

**Company Number:**

13224694

**Place of Registration:**

Registered in England and Wales

**Registered Office Address:**

Suite 2 Grove Hall Court  
2–4 Hall Road  
St John's Wood  
London  
United Kingdom  
NW8 9NR

**VAT Registration Number:**

419761767

**General Enquiries:**

[info@leaseforlife.co.uk](mailto:info@leaseforlife.co.uk)

**Privacy / Data Protection Enquiries:**

[complaints@leaseforlife.co.uk](mailto:complaints@leaseforlife.co.uk)

If you have any questions about this Privacy Notice or how we process your personal data, please contact us using the details above.

## 2. Scope of This Privacy Notice

This Privacy Notice applies to personal information we process relating to:

- tenants, licensees and residents
- applicants for housing or supported accommodation
- landlords and property owners
- guarantors
- household members
- family members, next of kin and representatives
- local authorities and housing professionals
- NHS, social care and support providers
- employees, workers and applicants
- contractors, suppliers and professional advisers
- visitors to our properties, offices and website

Additional privacy information may be provided at the point information is collected, such as application forms, referral documents or employment processes.

## 3. What Personal Data We Collect

Depending on your relationship with Lease For Life, we may collect and process:

- name, date of birth and identification information
- photographic identification and Right to Rent information
- National Insurance numbers where required
- contact details including address, telephone number and email address
- emergency contact information
- tenancy agreements, licences and housing records
- rent, service charge and payment information
- arrears records and account history
- property inspection information
- repair requests and maintenance records
- correspondence and communication history
- referencing and affordability information
- employment, income and benefit information
- guarantor details
- complaint records and feedback
- contractor and supplier information
- recruitment, HR and employment information
- CCTV images and visitor records where applicable

## **4. Special Category and Criminal Offence Data**

In supported accommodation, housing management and safeguarding situations, we may process more sensitive information, including:

- health information
- disability information
- support needs
- risk assessments
- safeguarding concerns
- information relating to criminal convictions or offences where necessary for risk management

We only process this information where necessary and where a lawful basis and additional condition applies under UK GDPR and the Data Protection Act 2018.

This may include:

- providing and managing supported accommodation
- protecting vulnerable individuals
- safeguarding residents, staff and others
- meeting legal obligations
- establishing, exercising or defending legal claims

## **5. Why We Use Personal Data**

We process personal information for purposes including:

- assessing housing applications
- completing referencing and affordability checks
- carrying out Right to Rent checks
- managing lettings, tenancies and licences
- collecting rent and managing accounts
- arranging repairs and maintenance
- dealing with complaints
- managing anti-social behaviour concerns
- supporting tenancy sustainment
- working with councils and support providers
- safeguarding residents and staff
- complying with housing, health and safety, legal and regulatory obligations
- managing employees, contractors and suppliers
- preventing fraud or crime
- maintaining accurate business records

## **6. Our Lawful Bases for Processing**

Depending on the circumstances, we process personal data because:

- it is necessary to perform a contract with you or take steps before entering into a contract
- it is necessary to comply with our legal obligations
- it is necessary for our legitimate business interests, provided your rights do not override those interests
- you have provided consent where consent is required

Where we rely on consent, you may withdraw your consent at any time.

## **7. Who We Share Personal Data With**

Where appropriate and lawful, we may share information with:

- landlords and property owners
- managing agents and freeholders
- local authorities and housing teams
- Universal Credit and benefit departments where appropriate

- NHS, care and support professionals
- contractors and maintenance providers
- utility companies and council tax departments
- referencing providers
- identity verification providers
- electronic signature providers
- property management software providers
- maintenance reporting platforms
- payment processing providers
- insurers and professional advisers
- courts, regulators and law enforcement agencies where required

We only share information where necessary and where there is a lawful basis.

Third-party providers processing information on our behalf are required to protect personal data and comply with applicable data protection requirements.

## **8. International Transfers**

We aim to keep personal data within the United Kingdom or European Economic Area wherever possible.

Where a service provider processes data outside these areas, we ensure appropriate safeguards are in place in accordance with data protection law.

## **9. How Long We Keep Personal Data**

We only keep personal information for as long as necessary.

Retention periods depend on the type of information and the reason it is held.

This may include:

- tenancy and licence records retained after occupation ends where required
- financial records retained for accounting purposes
- health, safety and safeguarding records retained where necessary
- employment records retained in line with employment requirements
- complaint and legal records retained where required

When information is no longer required, it will be securely deleted or anonymised.

## 10. How We Keep Your Data Secure

We use appropriate measures to protect personal information, including:

- secure systems
- access controls
- password protection
- restricted permissions
- secure document storage
- staff confidentiality procedures
- data protection awareness
- processes for managing suspected data breaches

## 11. Your Data Protection Rights

You have rights under data protection law, including the right to:

- request access to your personal data
- request correction of inaccurate information
- request deletion in certain circumstances
- request restriction of processing
- object to certain processing
- request transfer of your information where applicable
- withdraw consent where processing relies on consent

Requests can be made using the contact details above.

You also have the right to complain to:

### **Information Commissioner's Office (ICO)**

Website:

[www.ico.org.uk](http://www.ico.org.uk)

Telephone:

0303 123 1113

## 12. CCTV, Call Recording and Cookies

Where CCTV operates at our properties or offices, appropriate signage will be displayed.

Where calls are recorded for training, monitoring, security or evidence purposes, this will be made clear.

Our website may use cookies and similar technologies to improve functionality, analyse usage and support our online services.

Further details are provided within our Cookie Notice.

## **13. Changes to This Privacy Notice and Cookie Policy**

Lease For Life Housing Group Ltd may update this Privacy Notice and Cookie Policy from time to time to reflect changes in our services, business operations, technology, legal requirements or regulatory guidance.

Any updates will be published on our website and will take effect from the date they are posted.

Where changes are significant, or where required by law, we will take appropriate steps to notify users directly.

We encourage visitors, landlords, tenants, applicants, contractors and clients to review this page periodically to stay informed about how we protect personal information and use cookies.

Suite 2, Grove Hall Court, 2-4 Hall Road, St John's Wood, London NW8 9NR  
E: [info@LeaseForLife.co.uk](mailto:info@LeaseForLife.co.uk) T: +44 (0) 203 887 7128 W: [leaseforlife.co.uk](http://leaseforlife.co.uk)