

# Rentwise Privacy Policy

Agreed as at 31 January 2022

Next review date: 31 January 2023

The Privacy Act 2020 promotes and protects individual privacy. It governs how we collect, use, give access to, store, and disclose information.

This Privacy Policy sets out the standards **Rentwise Property Management** expects for the collection, use, access to, storage and disposal of personal information held by **Rentwise Property Management**.

## Definitions and Terms

Personal Information is “information about an identifiable individual”, it includes any information in physical or electronic form and includes any personal information held by **Rentwise Property Management** about any individual, including staff members (whether past, current, or prospective if their information is retained in **Rentwise Property Management** employment records.

## Values and Behaviours

**Rentwise Property Management** encompasses values and behaviours that, when applied across our business, build trust and help ensure that data practises are focused on the wellbeing of **Rentwise Property Management’s** clients and the wider community. These values and behaviours are represented as five principles that have people and their wellbeing at the centre.

### He tangata

Focus on improving people’s lives, from individuals, children, young people, whanau, iwi and communities

### Manaakitanga

Respect and uphold the mana and dignity of the people, whanua, communities or groups who share their data or information

### Mana whahahaere

Empower people by giving them choice and enabling access to, and use of, their data and information

### Kaitiakitanga

Act as a steward (a Kaitiaki) in a way that is understood and trusted by our clients

### Mahitahitanga

Work as equals to create and share valuable insights

## Our Privacy Practice

### 1) What information we collect and when we collect it

#### (a) When people are viewing a property

Scope: The personal information listed below is collected when **Rentwise Property Management** is arranging property viewings

Purpose of collection: Following up with people after the viewing

Information collected:

- Name and contact information

*Rentwise Property Management can give the prospective tenant the option of completing a full application form before viewing the property, but the prospective tenant is not required to do so.*

#### (b) When people are applying for a tenancy

Scope: The personal information listed below is collected when potential tenants are completing and submitting application forms

Purpose of collection: Deciding whether applications are likely to be suitable tenants and selecting preferred applicants.

- Name & contact information
- Proof of identity
- Whether the applicant is aged 18 or over
- Number of people who would live at the property
- Names only of occupants who will not be on the tenancy agreement (e.g, flatmates, dependents), but not other personal details of non-tenants
- Contact details for landlord and non-landlord references
- Consent to contact referees (**Rentwise Property Management** can contact referees at this stage)
- Consent for credit report and criminal record check (to be obtained only if **Rentwise Property Management** is in negotiation with a tenant about an offer of tenancy)
- Pet Ownership (if there are restrictions on the pets allowed at the property)
- Whether any of the occupants are smokers (if there are restrictions on smoking at the property)

- Whether the prospective has a legal right to remain in New Zealand for the duration of the tenancy (only if the tenancy is for a fixed term)

**(c) When checking preferred applicants**

Scope: The information listed below is collected when **Rentwise Property Management** has selected a shortlist to decide who to offer the tenancy to.

Purpose of collection: Confirming that preferred applicants are likely to be suitable tenants.

- Any additional information needed to carry out credit or criminal checks (e.g. date of birth or copies of ID documents)
- Evidence of ability to pay rent - in addition to a credit report, **Rentwise Property Management** can ask for one other form of evidence (e.g. payslip, letter from employer, or Work and Income, evidence of rental payments from a previous tenancy)

**Rentwise Property Management** *will not* ask for evidence of a tenants' spending habits, such as detailed bank statements.

**(d) When preparing tenancy agreements**

Scope: The information listed below is collected when a tenant has accepted **Rentwise Property Management's** offer of tenancy, and we and the tenant are completing the tenancy agreement.

Purpose of collection: Obtaining additional information needed to manage the property.

- Vehicle information (if necessary to provide for parking at the property)
- Address for service (where **Rentwise Property Management** can send correspondence to the tenant)
- Contact details for someone the landlord can contact in an emergency.
- Work & Income client number, if rent is being paid using an accommodation supplement and **Rentwise Property Management** can show that it is necessary for managing the property.

**(e) When managing a tenancy**

Scope: The information listed below is collected when tenants are living at the property and **Rentwise Property Management** are managing the ongoing relationship.

Purpose of collection: Allowing **Rentwise Property Management** and tenants to enforce their rights and meet obligations under the Residential Tenancies Act.

- Photos from property inspections
- Notes from property inspections

***Rentwise Property Management** will ensure that photos do not provide no more information than is necessary to document how the tenant is looking after the property. The photos will not intrude unreasonably into the tenants personal affairs; for example, photos will not focus on personal items.*

### **Information **Rentwise Property Management** will NOT collect**

When selecting a tenant, **Rentwise Property Management** will NEVER ask for:

Personal characteristics protected under the Human Rights Act -

- Sex (including childbirth & pregnancy)
- Relationship or family status
- Political opinion or religious or ethical beliefs
- Colour, race or ethnicity (including nationality or citizenship)
- Physical or mental disability or illness
- Age (other than whether the tenant is over 18)
- Employment status (being unemployed, on a benefit or on ACC)
- Sexual orientation or gender identity
- Whether the tenants have experienced or are experiencing family violence
- Tenants' spending habits (e.g. bank statements showing transactions)
- Employment history
- Social media URL's

Once a tenancy starts, there may occasionally be reasons for **Rentwise Property Management** to collect information about these matters. For example, **Rentwise Property Management** may ask about disability if it's relevant to how we manage the tenancy or communicate with a tenant.

In exceptional circumstances, **Rentwise Property Management** may collect information about how a tenant spends their money - for example. If a tenant wants to negotiate a rent deduction or repayment plan,

In all of these circumstances, **Rentwise Property Management** will liaise with our Privacy Officer before deciding whether to collect this sensitive information and ensure we have a lawful purpose for collection.

### **Storage**

**Rentwise Property Management** stores personal information to prevent loss, unauthorised access, use modification or disclosure or other misuse.

This applies to any personal information to be given to any third party providing a service to **Rentwise Property Management**, to carry out one of the purposes for collecting the personal information e.g. managing a tenancy. **Rentwise Property Management** will do everything reasonably within its power to ensure that information will be stored securely in order to prevent unauthorised use or unauthorised disclosure of the information.

### **Access**

**Rentwise Property Management** will provide individuals access to their information. Any individual can request access to their information held by **Rentwise Property Management**. We will provide access, subject to any exceptions provided by legislation, within the legislative timeframes and requirements.

### **Correction**

An individual may request correction of their personal information if it is incorrect. Where the information is found to be incorrect or misleading, **Rentwise Property Management** must take reasonable steps to correct the information (having regard to the purpose for which the information can be lawfully used) to ensure that this is accurate, up to date, complete and not misleading.

**Rentwise Property Management** must inform the individual of these steps and make a record of the individual's request to have their personal information corrected. **Rentwise Property Management** response to the correction request must be held on the individual's file.

### **Accuracy**

**Rentwise Property Management** will take reasonable steps to ensure that personal information is accurate before using it ( having regard to the purpose for which the information is proposed to be used).

Staff will ensure that the personal information is accurate, up to date, complete, relevant and not misleading.

## **Retention**

**Rentwise Property Management** will not keep personal information for longer than is required for the purposes for which the information may be lawfully used.

**Rentwise Property Management** is required to maintain certain information for specified periods of time before disposing it in accordance with the Residential Tenancies Act. In any event, no personal information will be retained for a period exceeding 6 years.

## **Use**

**Rentwise Property Management** will use personal information only for the purpose it was collected or as permitted by law.

**Rentwise Property Management** will obtain consent of the individual to use their information for a purpose other than the purpose for which the information was collected, unless the proposed purpose is directly related to the purpose for which the personal information was collected.

## **Disclosure**

Personal information will not be disclosed to any third party unless one of the following exceptions applies:

- The information is one of the purposes for which the information was collected
- Disclosure us to, or authorised by the individual concerned
- Disclosure is necessary to prevent or lessen a serious and imminent threat to public health and safety or the life and health of the individual.
- Disclosure is necessary for the maintenance of the law

Intentional disclosure of an individual's personal information to a third party without reasonable grounds for believing an exception applies, may be treated as misconduct.

Where **Rentwise Property Management** enables a third party to access any personal information we hold, unless it is necessary for the purpose the third party is provided access for and where it is reasonably practicable to do so, access should be provided to information in a form that does not enable the identification of an individual.

### Contact Information

Please do not hesitate to contact our Privacy Officer if you have any queries or concerns regarding any of the information contained in this Online Privacy Statement.

Email: [michelle@infoprivacy.co.nz](mailto:michelle@infoprivacy.co.nz)

Phone: 027 225 7700