

Data Processing Addendum

Definitions

1.1 In this agreement, unless the text specifically notes otherwise, the following definitions have the meanings given below:

Consent	is as defined in the Data Protection Laws
Contract	means the LethQ Terms and Conditions
Controller	Is the Data Controller for this project, which is the customer for the services provided by the Processor as defined in the Contract
Data Protection Laws	is the UK Data Protection Legislation and EU Data Protection Legislation and any other legislation and regulatory requirements in force from time to time which apply to a party relating to the use of personal data (including, without limitation, the privacy of electronic communications)
UK Data Protection Legislation	is The UK GDPR as defined in The Data Protection Act 2018 Section 3(10), The Data Protection Act 2018, the Privacy & Electronic Communications (EC Directive) Regulations 2003 and any other applicable UK laws or replacement legislation coming into effect from time to time
EU Data Protection Legislation	is the GDPR - The General Data Protection Regulation (Regulation (EU) 2016/679) and any other applicable EU laws or replacement legislation coming into effect from time to time
Personal Data	is as defined in the Data Protection Laws
Personal Data Breach	a breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, Personal Data transmitted, stored or otherwise processed
Processing, processes, process	means any activity that involves the use of Personal Data or as the Data Protection Laws may otherwise define processing, processes or process. It includes any operation or set of operations which is performed on Personal Data or on sets of Personal Data, such as collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making

	available, alignment or combination, restriction, erasure or destruction. Processing also includes transferring Personal Data to a third party
Processor	is the Data Processor for this project, which is LetHQ Limited, Enterprise House, The Courtyard, Old Court House Road, Bromborough, Wirral, CH62 4UE, United Kingdom, company registration number 10292353
Services	the services set out in Schedule 1 and the Contract
Sub-Processor	means another processor engaged by the processor for carrying out processing activities in relation to this agreement
Supervisory Authority	means the Information Commissioner's Office (ICO) in the United Kingdom, or the local supervisory authority within the EU or EEA member state of the Controller

Terms of Agreement

- 2.1 The parties agree the above definitions of Controller and Processor and accept the roles described.
- 2.2 All processing of personal data by the Processor on behalf of the Controller shall be governed by this agreement and the terms obligations and rights set forth in this agreement relate directly to the data processing activities described in Schedule 1.

Obligations and Rights of the Processor

- 3.1 The Processor shall comply with the Data Protection Laws at all times and must:
- a) only process the Personal Data to the extent, and in such a manner, as is necessary for the Provision of the Services in accordance with the Controller's written instructions. The Processor will not process the Personal Data for any other purpose or in a way that does not comply with this Agreement or the Data Protection Laws;
 - b) promptly notify the Controller if, in its opinion, the Controller's instruction would not comply with the Data Protection Laws;
 - c) maintain the confidentiality of all Personal Data and not disclose Personal Data to third parties unless the Controller specifically authorises the disclosure, or as required by law. If a law, court, regulator or Supervisory Authority requires the Processor to process or disclose Personal Data, the Processor must first inform the Controller of the legal or regulatory requirement and give the Controller an opportunity to object or challenge the requirement, unless the law prohibits such notice;
 - d) ensure that any people or Sub-Processors processing the Personal Data are subject to a duty of confidentiality and that such persons comply at all times with the terms of this Agreement;

- e) Ensure that any natural person acting under their authority who has access to personal data does not process that data except on written instructions from the Controller;
- f) Use its best endeavours to safeguard and protect all Personal Data from unauthorised or unlawful processing including but not limited to accidental loss destruction or damage and will ensure the security of processing through the demonstration and implementation of appropriate technical and organisational measures as specified in Schedule 1 of this agreement;
- g) Ensure all processing meets the requirements of applicable Data Protection Laws;
- h) Ensure that where a Sub-Processor is used they
 - I. Only engage a Sub-Processor with the agreement of the Controller
 - II. Inform the Controller of any intended changes regarding the addition or replacement of Sub-Processors listed in Schedule 1;
 - III. Implement a written contract containing the same data protection obligations as set out in this agreement in particular providing sufficient guarantees to implement appropriate technical and organisational measures in such a manner that the processing will meet the requirements of the Data Protection Laws;
 - IV. Remain fully liable to the Controller for the performance of the Sub-Processor's obligations in the event the Sub-Processor fails to comply with Data Protection Laws or relevant data processing agreement.
- i) The Controller gives the Processor general authorisation to utilise Sub-Processors that provide general information technology and technical support including data storage and transmission services provided that obligations equivalent to the obligations set out in this clause 3 are included in all contract(s) between the Processor and the permitted Sub-Processors who will be processing Personal Data;
- j) Assist the Controller in providing subject access and allowing Data Subjects to exercise their rights under the Data Protection Laws insofar as the Processor holds Personal Data relating to the Data Subjects;
- k) Assist the Controller in meeting its data protection obligations in relation to:
 - I. The security of processing by the Processor;
 - II. Data Protection Impact Assessments for the provision of this service;
 - III. The investigation and notification of personal data breaches caused by the Processor's Processing; and
- l) Delete or return all personal data to the Controller as requested at the end of the agreement, or at such other time as the Controller may request;
- m) Make available to the Controller all information necessary to demonstrate compliance with the obligations laid down in the Data Protection Laws and allow for and contribute to one audit annually conducted by the Controller at the Controller's cost;
- n) Cooperate with the Supervisory Authority in accordance with the Data Protection Laws;
- o) Notify the Controller of any personal data breaches as soon as reasonably possible and in accordance with the Data Protection Laws.

3.2 Nothing within this agreement relieves the Processor of their own direct responsibilities obligations and liabilities under the Data Protection Laws

3.3 The Processor is responsible for ensuring that each of its employees agents subcontractors or vendors are made aware of its obligations regarding the security and protection of the personal data and terms set out in this agreement

3.4 The Processor shall maintain induction and training programmes that adequately reflect the Data Protection Law requirements and ensure that all employees are afforded the time resources and budget to undertake such training on a regular basis

- 3.5 Any transfers of personal data to a third country or an international organisation shall only be carried out on written instructions from the controller unless required to do so by law and where such a legal requirement exists the Processor will inform the Controller of that legal requirement before processing
- 3.6 Where required under the Data Protection Laws the Processor shall maintain a record of all categories of processing activities carried out on behalf of the Controller containing:
- a) The name and contact details of the Processor and of each Controller on behalf of which the Processor is acting and where applicable the Data Protection Officer;
 - b) The categories of processing carried out on behalf of each Controller;
 - c) Transfers of personal data to a third country or an international organisation including the identification of that third country or international organisation and the documentation of suitable safeguards;
 - d) A general description of the technical and organisational security measures referred to in the Data Protection Laws.
- 3.7 When assessing the appropriate level of security and the subsequent technical and organisational measures the Processor shall consider the risks presented by any processing activities in particular from accidental or unlawful destruction loss alteration unauthorised disclosures of or access to personal data transmitted stored or otherwise processed

Obligations and Rights of the Controller

- 4.1 The Controller is responsible for determining the means and purpose of processing and the lawful basis for processing and for meeting its obligations to the data subjects under the Data Protection Laws including providing the data subjects with an appropriate privacy notice
- 4.2 The Controller reserves the right to verify that the Processor has adequate and documented processes for data breaches data retention and data transfers in place
- 4.3 The Controller reserves the right to obtain evidence from the Processor as to the:
- a) Verification and reliability of the employees used by the Processor
 - b) Technical and organisational measures described in Schedule 1 of this agreement
 - c) Procedures in place for allowing data subjects whose data are Processed under this agreement to exercise their rights in accordance with the Data Protection Laws
- 4.4 Where the Controller has authorised the use of any Sub-Processors by the Processor the Controller may verify that similar data protection agreements are in place between the Processor and Sub-Processor

Warranties

- 5.1 The Processor warrants and represents that:
- a) its employees, subcontractors, agents and any other person or persons accessing Personal Data on its behalf are reliable and trustworthy and have received the required training on the Data Protection Laws relating to the Personal Data;

- b) it has no reason to believe that the Data Protection Laws prevents it from providing any of the Services; and
- c) considering the current technology environment and implementation costs, it will take appropriate technical and organisational measures to prevent the unauthorised or unlawful processing of Personal Data and the accidental loss or destruction of, or damage to, Personal Data, and ensure a level of security appropriate to:
 - I. the harm that might result from such unauthorised or unlawful processing or accidental loss, destruction or damage;
 - II. the nature of the Personal Data protected; and
 - III. comply with all applicable Data Protection Laws.

Termination

- 6.1 This Agreement shall remain in full force and effect for so long as the Processor is providing the Services or the Processor retains Personal Data on behalf of the Controller.
- 6.2 The Processor's failure to comply with any of its obligations in clause 3 of this Agreement or if any of the warranties in clause 5 are found to be untrue or misleading then this shall be considered a material breach and the Controller may terminate effective immediately without further liability or obligation.

Governing Law

- 7.1 This Agreement is governed by the laws of England and Wales.
- 7.2 This Agreement, and any dispute or claim arising out of or in connection with it or its subject matter or formation (including non-contractual disputes or claims) is governed by and shall be construed and interpreted in accordance with the laws of England and Wales, and the Parties irrevocably submit to the exclusive jurisdiction of the Courts of England and Wales.

Schedule 1

Subject Matter of Processing

Provision of the LetHQ checking services for tenant referencing, digital ID checks, anti money-laundering (“AML”) checks and right to rent checks.

Duration of the Processing

Until such time as the Contract between the Controller and Processor for the provision of service ends.

Nature and Purpose of Processing

Provision of the LetHQ checking services for tenant referencing, digital ID checks, anti money-laundering (“AML”) checks and right to rent checks on your behalf as the Controller.

Where digital Right to Rent checks are ordered by the Controller, the processor will transfer the relevant personal data from the Controller to a UK Government registered Digital Identity & Attribute Service Provider, currently Yoti Ltd, who act as an independent Controller when processing those data for that purpose. The Processor’s nature of processing for these digital Right to Rent checks is to pass the relevant personal data to the Digital Identity & Attribute Service Provider and to pass the resulting verification back to the Controller.

Where credit reports and AML checks are ordered by the Controller, the processor will transfer the relevant personal data from the Controller to a UK Credit Reference Agency, currently TransUnion International UK Limited, who act as an independent Controller when processing those data for that purpose. The Processor’s nature of processing for these credit and AML checks is to pass the relevant personal data to the Credit Reference Agency and to pass the resulting information back to the Controller.

Where the Controller requests insurance quotes, the Processor acts both as the Controller’s processor and as a processor for Paymentsshield Limited. The Processor’s role is to move the relevant personal data from the Controller to Paymentsshield, to pass any resulting quotations back to the Controller, and, if the Controller proceeds with a quotation, to pass the required payment details to Paymentsshield. Paymentsshield Limited is the controller in respect of quoting for, providing and administering the insurance.

Categories of Data Subjects

Current or prospective tenants of the Controller, and their named dependents and next of kin; and employees or other staff members of the Controller (in relation to insurance quotes)

Categories of Personal Data

For tenant referencing: Name, address, date of birth, place of birth, nationality, marital status, National Insurance Number, contact details, details of dependents (name and date of birth), employment details, proof of income details, details of any active or satisfied County Court Judgments, and next of kin details (name, address, contact details).

For digital ID checks: Name, date of birth, identity document details (document type, number, expiry and issuing country), and the identity verification result and verified attributes returned by the service provider.

For AML checks: Name, address, date of birth, and the results of anti-money-laundering, sanctions and politically-exposed-person screening.

For right to rent checks: Name, date of birth, nationality, identity and immigration document details, and the right to rent verification result returned by the service provider.

For insurance quotes: see the Paymentshield privacy notice at <https://www.paymentshield.co.uk/privacy-policy>

Special Categories of Personal Data and Criminal Offence Data

None of the checking services require the Processor to determine the purposes of, or routinely process, special category or criminal offence data. For tenant referencing, AML and credit checks, no special category or criminal offence data is processed; County Court Judgment information is civil, not criminal, and does not constitute criminal offence data. For digital ID and right to rent checks, identity verification involves biometric data, but that biometric processing is carried out by the Digital Identity & Attribute Service Provider (currently Yoti Ltd) acting as controller, which obtains the data subject's consent to it; the Processor receives only the verified identity attributes and the verification result.

International Transfers

The Processor is a UK based entity and as such international transfers where the Controller is based in the EU or EEA are on the basis of the UK being an adequate nation for data protection purposes.

International Transfers relating to sub-processors are specified in the table below.

Technical and Organisational Measures

The Processor agrees that they shall implement the following suitable measures to preserve the security of the data collected:

- All data are encrypted in transit and at rest (drive level encryption),
- The Processor shall ensure that their IT systems use modern software that is kept up-to-date,
- When personal data is deleted this will be done safely such that the data are irrecoverable,
- Appropriate back-up and disaster recovery solutions are in place,

- Where multi-factor authentication exists for the tools used to deliver the service the Processor shall have enabled it,
- Personal Data are anonymised according to the following default rules unless otherwise instructed by the Controller,

- **Tenant referencing data:** 6 months after the referencing was started but not completed; 24 months after it was completed; for everything else, 24 months after the application was received.
- **Digital ID check data:** 24 months after the check was completed; 6 months for errored or expired checks; for everything else, 24 months after the check was ordered.
- **AML check data:** 6 months after the check was completed; for everything else, 24 months after the check was ordered.
- **Right to Rent check data:** 24 months after the check was completed; 6 months for errored or expired checks; for everything else, 24 months after the check was ordered.

- The Processor maintains certification for Cyber Essentials Plus and ISO 27001,
- The online submission portal offers multi factor authentication for users

Sub-Processors

List of Sub-Processors used by the Processor to deliver the agreed services which the Controller consents to

Name of Sub-Processor	Address (& details of transfer mechanism if not a UK organisation)	Nature of processing activity
Microsoft Ltd	Microsoft Campus, Thames Valley Park, Reading Berkshire, UK, RG6 1WG	Office productivity tools
Vigo IT Solutions Ltd	The Lauries, 142 Claughton Road, Birkenhead, UK, CH41 6EY	Managed IT Services
Mailgun Technologies, Inc	112 E Pecan Street #1135 San Antonio, TX 78205, USA Certified with EU-US Data Privacy Framework, and the UK Extension to the EU-US Data Privacy Framework	Provision of email service for service messages

Access Personal Checking Services Ltd	Enterprise House, The Courtyard, Old Court House Road, Wirral, United Kingdom, CH62 4UE	Technical support and development services
Yoti Ltd	6 th Floor, 107 Leadenhall Street, London, UK, EC3A 4AF	ID verification service
Konfir (UK) Ltd	Fieldfisher Riverbank House, 2 Swan Lane, London, UK, EC4R 3TT	Income verification