



Nexa Privacy Policy

Data Protection and Confidentiality

1. Introduction

Nexa is committed to protecting and respecting the privacy of contract-holders, landlords, applicants, and other individuals whose personal data we process. This Privacy Policy explains how we collect, use, store, and protect personal data in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

2. Data Controller

For the purposes of data protection legislation, Nexa acts as a data controller in relation to the personal data it processes while carrying out letting and property management services.

3. Personal Data We Collect

We may collect and process personal data including, but not limited to:

- Name, address, email address, and telephone number
- Date of birth and identification documents
- Financial information, including rent payment details
- Employment and referencing information
- Information relating to an Occupation Contract
- Correspondence and communications
- Deposit and dispute-related information

4. How We Use Personal Data

Nexa uses personal data for the following purposes:

- To arrange, manage, and administer Occupation Contracts
- To comply with legal and regulatory obligations, including the Renting Homes (Wales) Act 2016
- To protect and manage security deposits
- To communicate with contract-holders, landlords, and third parties where necessary
- To pursue or defend legal claims
- To prevent fraud and ensure compliance

5. Lawful Basis for Processing

We process personal data under one or more of the following lawful bases:

- Performance of a contract
- Compliance with a legal obligation
- Legitimate interests pursued by Nexa or a third party
- Consent, where required

6. Sharing Personal Data



Nexa may share personal data with:

- Landlords
- Deposit protection scheme providers
- Referencing agencies
- Contractors and service providers
- Regulatory bodies and local authorities
- Courts or dispute resolution services

Personal data is only shared where necessary and lawful.

7. Data Security

Nexa takes appropriate technical and organisational measures to protect personal data against unauthorised access, loss, misuse, or disclosure. Access to personal data is restricted to authorised personnel only.

8. Data Retention

Personal data is retained only for as long as necessary to fulfil the purposes for which it was collected, including meeting legal, regulatory, and accounting requirements.

9. Rights of Contract-Holders

Individuals have the right to:

- Access their personal data
- Request rectification of inaccurate data
- Request erasure of data where applicable
- Restrict or object to processing
- Request data portability
- Lodge a complaint with the Information Commissioner's Office (ICO)

10. Confidentiality

Nexa treats all personal data and information relating to contract-holders and landlords as confidential and will not disclose it unless permitted or required by law.

11. Changes to This Privacy Policy

Nexa reserves the right to update this Privacy Policy from time to time. Any changes will be published on our website.

12. Contact Details

If you have any questions about this Privacy Policy or how your data is handled, you can contact Nexa using the contact details provided on our website.