

**APPENDIX 2**

**Results of consultation**

**Draft Mutual Exchanges Policy (Review)**

**September 2020**

	<b>Comments</b>	<b>Response</b>
1.	I was in fact myself registered for this service around four years ago but was able to move without having to use it. Good that you pay the admin fee for the "Homestart" option yourselves, instead of passing that onto the resident.	
2.	<p>Under section 10 Preventing fraud</p> <ul style="list-style-type: none"> <li>• Taking a photograph of the incoming tenant(s).</li> </ul> <p>I feel should be explained why, how this will be used, if and how it follows GDPR, and for how long, if ever, before this information is destroyed.</p>	<p>This is covered in general terms in section 16.</p> <p>We keep information on current tenants for the lifetime of the tenancy and for as long afterwards as is necessary to fulfil legitimate functions.</p> <p>Photographs are used for tenancy auditing purposes to ensure that we can identify the tenant and ensure the correct person is living at the address.</p> <p>Our full <a href="#">privacy statement</a> can be found on our website.</p>