

Tenants: here's what's allowed in the Privacy Act

This factsheet outlines your privacy rights when you're applying for, or renting, a property. [Read more information in our comprehensive guidance for tenants.](#)

Landlords should only collect certain information at each stage of a tenancy.

- If you're viewing a property, they can ask for:
 - your name and contact details.
- If you're applying for a property, they can ask for:
 - your proof of identity
 - the number of people who would live at the property
 - pet ownership (if there are restrictions on pets)
 - if you're a smoker (if there are restrictions on smoking at the property).
- Once you have been shortlisted or offered a tenancy, they can ask you:
 - Additional information required to carry out credit or criminal record checks
 - Evidence of ability to pay rent
 - Proof of identity.

Examples of information that should not be collected:

- Employment status
- Political opinion
- Religious or ethical belief
- Race, or ethnic or national origins (including nationality or citizenship).

If a prospective landlord asks you for information that you don't think they need yet, you can let them know about this fact sheet, or question them.

[Read our guidance for tenants for more information about what can or can't be collected.](#)



You must be told how your personal information will be used

Landlords must take reasonable steps to ensure you know:

- what information is being collected
- why it's being collected
- what it's being used for
- who will receive it
- whether you must provide the information and what will happen if you don't
- that you can access information held about you, and you can correct it if it's wrong.

You have a right to access and correct information that a landlord holds about you

You can request access to the personal information that a landlord or property manager holds about you. You can also request it be corrected if it's wrong. [Read about the exceptions that can apply.](#)

Ask the landlord if you're concerned

- If you're concerned about the questions a landlord or property manager is asking, try raising this concern with them first. It's possible you'll be able to resolve your concerns if you understand why they're asking the question. Could the information they need be provided in another way?
- Read [information about resolving privacy issues on our website](#). If you can't resolve a privacy issue with your landlord or property manager, you can contact us.

We have a large number of tenancy-related answers to common questions available on our [AskUs database](#).

For other rights, read the [Tenancy Services](#) guidance resources.

