

1. Introduction

This Personal Data Protection Policy outlines 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.

We are committed to ensuring that all personal data is handled lawfully, fairly, and transparently.

2. Scope

This policy applies to all personal data processed by us in connection with our letting and property management services, including data relating to:

- Tenants and prospective tenants
 - Landlords
 - Guarantors
 - Contractors and suppliers
 - Website users and general enquiries
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3. Data Controller

We act as a Data Controller in respect of the personal data we collect and process in the course of our business operations.

4. Lawful Basis for Processing

We process personal data under the following lawful bases:

- **Contractual necessity:** to perform obligations under tenancy agreements or associated services
 - **Legal obligation:** to comply with statutory and regulatory requirements
 - **Legitimate interests:** for business operations such as tenancy management, communication, and dispute resolution
 - **Consent:** where required, such as for marketing communications
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5. Types of Personal Data Collected

We may collect and process the following categories of personal data:

- Identity information (name, date of birth)
- Contact details (address, email, telephone number)
- Financial information (bank details, income, credit history)
- Identification documents (passport, driving licence)

- Tenancy-related information (rent payments, correspondence, maintenance records)
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6. How Personal Data is Collected

Personal data may be collected through:

- Direct interactions (applications, emails, phone calls)
 - Referencing agencies and credit checks
 - Public records and regulatory bodies
 - Third parties such as landlords or contractors
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7. Use of Personal Data

We use personal data for:

- Processing tenancy applications and agreements
 - Carrying out referencing and affordability checks
 - Managing rent collection and deposits
 - Coordinating repairs and maintenance
 - Communicating with relevant parties
 - Complying with legal and regulatory obligations
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8. Data Sharing

We may share personal data with:

- Landlords and tenants (as necessary)
- Referencing and credit agencies
- Deposit protection schemes
- Maintenance contractors
- Legal and professional advisers
- Regulatory authorities

All third parties are required to respect the security of personal data and process it in accordance with the law.

9. Data Storage and Security

We implement appropriate technical and organisational measures to safeguard personal data, including:

- Secure digital systems with restricted access

- Password protection and encryption where appropriate
 - Secure storage of physical documents
 - Staff training on data protection responsibilities
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10. Data Retention

Personal data is retained only for as long as necessary. Typically:

- Tenancy records are retained for up to six years after the end of the tenancy
 - Financial records may be retained longer where required by law
 - Marketing data is retained until consent is withdrawn
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11. Data Subject Rights

Individuals have the following rights:

- Right to access their personal data
- Right to rectification of inaccurate data
- Right to erasure (where applicable)
- Right to restrict processing
- Right to data portability
- Right to object to processing
- Right to withdraw consent (where applicable)

Requests should be made in writing and will be responded to within statutory timeframes.

12. Data Breaches

In the event of a personal data breach, we will:

- Assess the risk to individuals
 - Notify the Information Commissioner's Office (ICO) where required
 - Inform affected individuals where there is a high risk to their rights and freedoms
 - Take steps to mitigate and prevent recurrence
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13. Cookies and Website Data

Where applicable, our website may collect data through cookies. Users will be informed and given the option to consent where required.

14. Policy Review

This policy will be reviewed regularly and updated to reflect changes in legal or regulatory requirements.

15. Contact Information

For any queries regarding this policy or personal data processing, please contact us using the details provided in our privacy notice.
