

Our Privacy Policy

If you are a Landlord

As part of your contract with us we hold the following information on file:

- Full name and address
- Relevant bank account details
- Contact information i.e. email, address and telephone
- Proof of your address i.e. a utility bill
- Photo ID
- Proof of ownership documents

It is essential that we hold the above information in order to validate your management agreement with us. We may, if required, share your information included within the management agreement with Local Councils and utility providers for any Landlord liability that arises during property void periods.

Under current tenancy law your full name and address is included within the tenancy agreement, which is a legally binding contract we hold on behalf of you and your tenants. We do not share your phone and email contact details within this document or with any third parties.

Under no circumstances is any of the above information held or shared for any marketing purposes.

If you are an Applicant, Tenant or a Guarantor

As part of your contract with us and our commitment to deliver the best service we hold the below information:

- Full name and address
- Previous address and forwarding address
- Contact information
- Photo ID
- Referencing relating documents i.e. wage slips, bank statements, employment references and finalised referencing reports.

The above information is held for the purpose of generating a valid legal tenancy agreement. The information will be held for the full term of the tenancy including any extensions and renewals. For tax purposes the information within your tenancy agreement will be retained for a further 7 years from the termination of your agreement.



The tenancy agreement you have signed is a legal contract which contains your name, address, telephone number and email address. The details within your contract are shared with the Landlord and The Deposit Protection Service. We may, if required, share your contractual information with local councils and utility providers if any unpaid debt occurs on the termination of your contract with us.

The information we hold is never used for marketing purposes or shared with any third parties other than those outlined above.

Please note for current tenants we will share your basic contact information with our preferred maintenance engineers should your property require any repairs during your tenancy period with us. We ensure all our contracts are compliant with GDPR.

Our promise to you

We promise to keep your details completely secure and we will never sell your personal details to any third party organisations. We will only ever use your information to ensure we deliver an excellent level of customer service to you. We have a duty of confidentiality to all our customers and we have a range of internal procedures and controls in place in order to ensure GDPR compliance is adhered to at all times.

Should you have any queries in relation to the above please do not hesitate to contact us at;
info@thelettingsroom.co.uk

