

BRITTONS LETTINGS PRIVACY POLICY STATEMENT

WHO WE ARE

We are “Brittons Estate Agents Ltd” (company number 4757086) and our registered address is 27-28 Tuesday Market Place, King’s Lynn, Norfolk, PE30 1JJ (referred to as “we”, “us” or “our”). We are the Data Controller for personal information collected, used and retained for business relating to letting and renting property by the brand Brittons Estate Agents.

INTRODUCTION

We are committed to protecting your privacy. This privacy policy explains how and for what purposes we use the information collected about you, how we store this information and the conditions under which we may disclose this information to others. This information will be different whether you use our services or enquire about them as Landlord or as a Tenant.

As a “data subject”, from 25th May 2018 you have had increased rights under the General Data Protection Regulations (GDPR) and this policy advises how the information we collect about you relates to these regulations. Please read this policy carefully. If you have a query relating to the information we hold on you, or would like to stop receiving contact from us, please contact us via email at lettings@brittons.net or in writing to Brittons Estate Agents Ltd, 27-28 Tuesday Market Place, King’s Lynn, Norfolk, PE30 1JJ.

WHY DO WE COLLECT PERSONAL DATA ABOUT YOU?

We collect personal data for a number of reasons. Some information is required for legal reasons, to abide by the regulations that must be enforced when renting and letting property. We also collect personal data to be able to carry out our service to you and this may require your data being shared with a third party. Please see the tables below for further information. With your consent, we may also use your information for marketing purposes. You have the right to withdraw consent for such a purpose at any time.

WHAT PERSONAL DATA DO WE COLLECT ABOUT YOU AND HOW DO WE USE IT?

The tables below define the data that we collect on our Data Subjects, whether as a Landlord or Tenant, how we use this information and how we retain it.

LANDLORDS

Purpose	Information Collected	Collected From	Purpose of Data Collection	Storage & Retention
Initial enquiry regarding services	<p>Landlord/owner may be asked for name, contact details and details of the property available for let, but is not obliged to provide this information at this point.</p> <p>Contact methods and marketing preferences are established in order for Landlord to only be contacted by these means/ for these purposes. If this information is not available no marketing will be carried out.</p>	<p>Directly from Landlord, either via Rightmove enquiry, website contact form, email, telephone call or walk-in.</p> <p>Referrals may also be passed from Brittons & Hills Ltd, but only following consent from Landlord/ owner.</p>	<p>Consent – any data collected is purely for the purpose of following up the enquiry with an offer to carry out a market appraisal and is solely at the consent of the Landlord. This information is not shared with any third parties unless the Landlord also specifies that they would also be interested in a Sales</p>	<p>Information provided by and landlord/owner will be retained three months unless otherwise requested. The Landlord/ Owner also has the right to be forgotten at their request and their personal data deleted within one month as set by ICO.</p>

			valuation, at which point they are requested for specific consent to pass their information to Brittons & Hills Ltd. Provision of information at the point of enquiry is not a precondition of the service. However, this information may help assist in providing tailored information specific to the Landlord's needs.	
Market Appraisal	Names and contact information and detailed property details.	Directly from Landlord/Owner If required, information to be gathered	Legal obligation – Requirement for information to protect staff's safety under Health & Safety	If the Landlord/Owner decides not to let through Brittons Estate Agents, all information held will be deleted/ destroyed after three months in case of any required follow-up.

	Owner details and if applicable any information relating to Power of Attorney or business linked to the property.	from third parties, including solicitors, Companies House	at Work Etc Act 1974 Contract – expectation of contract & requirement for information to determine whether this would be appropriate.	Landlord also has the right to be forgotten at their request and their personal data deleted within one month as set by ICO.
Instruction to Let	Completion of Brittons Estate Agents' Terms of Business ID & completion of PropertyMark Identity Verification Form Also provision of Title Deeds and any confirmation of right to let the property from Companies House, third party solicitors if required. OFSI sanction check	Directly from Landlord and signed by them to agree with terms. Landlord's details checked	Contract – information required to be able to fulfil obligations to the Landlord as per the agreed Terms of Business. Legal obligation – Money Laundering Regulations 2017 Legal obligation – requirement	Electronic information is retained by Jupix in cloud-based storage located within the EEA. Paper documentation is saved in an individual property folder and secured out of hours in a locked office. TPO Code of Practice currently requires the maintenance of clear & full written records for a period of six years from the end of a contract for a let managed by the agent or six years from the start of the tenancy for self-managing Landlords. Due to this all records and related documents are retained for a minimum of this

	<p>tion of PropertyMark's Information Questionnaire</p> <p>Photographs and/or video and/or 360° photographs of the property for marketing and viewing purposes.</p> <p>Videos are uploaded and saved to Dropbox and distributed by a link to their website. Dropbox Privacy Policy: https://www.dropbox.com/en_GB/privacy</p> <p>360° photographs are uploaded and saved to Made Snappy and distributed by a link to their website. Made Snappy Privacy Policy: https://www.madesnappy.co.uk/privacy_policy</p>	<p>against UK's official sanctions list: https://search-uk-sanctions-list.service.gov.uk</p>	<p>to check landlords, and if need be, report under UK Financial Sanctions regulations overseen by the Office of Financial Sanctions Implementation (OFSI)</p> <p>Legal obligation – requirement to market the property in line with following regulations: Digital Markets Competition and Consumers Act 2024; Energy Efficiency (Private Rented Property) (England and Wales)</p>	<p>period. Paper documentation is moved to secure archive storage on the office property and shredded following the expiry of the retention period. Due to information being required for the purpose of Legal Obligation the Landlord does not have the right to be forgotten.</p> <p>However, the Landlord does have the right to access and in the event of misinformation being held, the right to rectification within one month as set by ICO.</p>
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	<p>Social media marketing Listing information,, including photos, videos and property details may be used on social media sites for marketing purposes, specifically Facebook and Instagram, posted via Meta Business Suite. Meta Privacy Policy: https://www.facebook.com/privacy/policy/?locale=en_GB</p>		<p>Regulations 2015; Gas Safety (Installation and Use) Regulations 1998; Electrical Equipment(Safety) Regulations 1994; The Smoke and Carbon Monoxide Alarm (England) Regulations 1993.</p> <p>Contract – information required to be able to fulfil obligations to the Landlord as per the agreed Terms of Business</p> <p>Legal obligation – to provide accurate images</p>	
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			of the property as per obligations of Digital Markets Competition and Consumers Act 2024	
Tenancy Agreements	Landlord details included in the Tenancy Agreement and provided to the Tenant (and Guarantor if applicable): Name; Address. With regards to self-managing Landlords, the following information is also included within the terms of the Tenancy Agreement: Bank details; Contact information included in Prescribed information relating to the deposit.	Information is extracted from that provided by the Landlord by means of the Terms of Business and provision of ID. The Landlord is made aware that their personal information will be required in this way when discussing management options with the agency.	Legal obligation – residential tenancies created by Brittons Estate Agents Ltd are Assured Shorthold Tenancies as per the Housing Acts 1988 and 1996 and thus information regarding the Landlord is required in line with these requirements.	Electronic information is retained by Jupix in cloud-based storage, based in the EEA. Paper documentation is saved in an individual property folder and secured out of hours in a locked office. TPO Code of Practice currently requires the maintenance of clear & full written records for a period of six years from the end of a contract for a let managed by the agent or six years from the start of the tenancy for self-managing landlords. Due to this all records and related documents are retained for a minimum of this period. Paper documentation is moved to secure archive storage on the office property and shredded following the expiry of the retention period.

				Due to information being required for the purpose of Legal Obligation, the Landlord does not have the right to be forgotten. However, the Landlord does have the right to access and in the event of misinformation being held, the right to rectification with all parties within one month as set by ICO.
Deposit Registration	With regards to properties managed by Brittons Estate Agents Ltd, where a deposit is requested and unless a Landlord specifies otherwise, the deposit is registered with the TDS under their custodial scheme. The following information is required of the Landlord by the TDS: Name; Telephone number; Address; Email.	Information is extracted from that provided by the Landlord by means of the Terms of Business and provision of ID. The Landlord is made aware that their personal information will	Legal obligation – as tenancy deposit protection is mandatory, information required must be collected and provided to the selected deposit protection scheme in order to comply with this legislation.	An attachment of the deposit protection certificate is attached electronically to Jupix software and retained in cloud-based storage within the EEA. A printed copy of the certificate is saved in an individual property folder and secured out of hours in a locked office. The deposit protection schemes also retain electronic data relating to the registration of deposits. Privacy Policy Brittons Estate Agents Ltd Lettings updated 25/05/2018 Version 1. TDS Privacy Policy: https://www.tenancydepositscheme.com/privacy-policy.html

			<p>Where a Landlord self-manages a property or has specified otherwise, information is also requested by the scheme chosen as per their policies below: DPS Privacy Policy: https://www.depositprotection.com/privacy-policy/ My Deposits Privacy Policy: https://www.mydeposits.co.uk/privacy/ be required in this way when discussing management options with the agency. Online access is restricted by means of password protection.</p> <p>TPO Code of Practice currently requires the maintenance of clear & full written records for a period of six years from the end of a contract for a let managed by the agent or six years from the start of the tenancy for self-managing Landlords. Due to this all records and related documents are retained for a minimum of this period.</p> <p>Paper documentation is moved to secure archive storage on the</p>
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				<p>office property and shredded following the expiry of the retention period. Data held electronically is also deleted in line with this timeframe.</p> <p>Due to information being required for the purpose of Legal Obligation, the Landlord does not have the right to be forgotten. However, the Landlord does have the right to access and in the event of misinformation being held, the right to rectification with all parties within one month as set by ICO.</p>
<p>Tenants' Information Pack (Self-Managing Landlords*)</p> <p>(*With regards to agency managed properties, Tenants are contracted to liaise</p>	<p>The following information is provided to Tenants whereby a Landlord manages the property themselves: Name; Contact Information; Bank details for payment of rent.</p>	<p>Information is extracted from that provided by the Landlord by means of the Terms of Business and provision of ID. The Landlord is made aware that their personal information will be required</p>	<p>Contract – information contained within the pack is required by the Tenants to be able to make rent payments directly to the Landlord and to contact the Landlord with issues regarding the tenancy, as</p>	<p>A copy of the Tenants' Information Pack is only provided to the Tenants and not saved to file by Brittons Estate Agents Ltd.</p>

<p>with Brittons Estate Agents instead of directly with the Landlord, thus the Tenants do not require this information .)</p>		<p>in this way when discussing management options with the agency.</p>	<p>per the terms of the Tenancy Agreement.</p>	
<p>Maintenance, Repairs & Safety Checks</p>	<p>Whereby a contractor is required to attend to a maintenance issue, the Landlord's name shall be passed to the contractor for invoice purposes and for the Landlord's tax purposes.</p> <p>Data handling will be managed by the contractors in line with their own privacy policy.</p>	<p>Information is extracted from that provided by the Landlord by means of the Terms of Business and provision of ID. Authorisation is sought from the Landlord and contractor agreed prior to instructing works.</p>	<p>Legal obligation – certain safety certificates are required by law whilst a tenancy is in place, e.g. Gas Safety (Installation and Use) Regulations 1998 and The Smoke and Carbon Monoxide Alarm (England) Regulations</p>	<p>Contractors are advised that the information provided to them are for the sole purpose of the quote/works requested and that information should not be retained for longer than specified in their own Privacy Policy. Worksheets and invoices relating to contractors shall be retained by Brittons Estate Agents Ltd for a period of six years from the end of the tenancy in question, as advised by TPO Code of Practice.</p>

			<p>1993. Brittons Estate Agents Ltd will instruct a contractor to attend if this has not been arranged by the Landlord and certification provided.</p> <p>Contract – Clause 8 of the Tenancy Agreement states that the Landlord is obliged to comply with Safety Obligations. Brittons Estate Agents Terms of Business also contractually obliges Landlords to comply with Health & Safety Regulations.</p>	
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			<p>Legal obligation – Landlord’s name is required on any Contractor invoice that shall be required for accounting purposes.</p>	
HMRC	<p>Data provided to HMRC by means of Annual Return requires the following data on all Landlords: Name; Address; Rental property address(es); Income for the tax year.</p> <p>Overseas Landlords Data provided to HMRC by means of NRLY form requires the following data on all overseas Landlords: Name; Address; HMRC</p>	<p>Information for the Annual Return is extracted from information provided by the Landlord and from accounts information created by Brittons Estate Agents Ltd. Landlords are advised of this obligation in their Terms of Business. Information for the Annual</p>	<p>Legal obligation – Brittons Estate Agents Ltd is required to comply with HMRC reporting.</p>	<p>HMRC requirements specify that information relating to accounts/ tax purposes should be available for a period of six years from the end of a financial year. It is therefore recommended that such records are held for 7 years to accommodate this and Jupix’s systems configuration is such that associated deletions are not possible without adjustment.</p> <p>Paper documents are also retained for this period and shredded in line with this timescale.</p>

	Approval number; Gross rental income; Expenses and Tax if required.	Return is extracted from information provided by the Landlord and from accounts information created by Brittons Estate Agents Ltd. Landlords are advised of this obligation in their Terms of Business.	Legal obligation – Brittons Estate Agents Ltd is lawfully obliged to complete for NRLY on an annual basis and return it to HMRC.	HMRC requirements specify that information relating to accounts/ tax purposes should be available for a period of six years from the end of a financial year. It is therefore recommended that such records are held for 7 years to accommodate this and Jupix's systems configuration is such that associated deletions are not possible without adjustment. Paper documents are also retained for this period and shredded in line with this timescale.
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Tenants

Purpose	Information Collected	Collected From	Purpose of Data Collection	Storage & Retention
Brochure request (walk-in enquiry)	No information required. Opt-in provision of further details for applicant registration/ viewing purposes solely applicant's decision – see below	N/A	N/A	N/A
Applicant Registration request	Name & contact information including address, email and telephone numbers. Property requirements. Means of contact specified by applicant, e.g. mail, email, phone.	Directly from applicant.	Legitimate interest - contact information required to provide	Information is stored electronically in Jupix's cloud-based storage. Applicants' details will only be included in matches for 90 days from the

			<p>information to applicant.</p> <p>Consent - specification of requirements ensures marketing provides only appropriate matches are forwarded to applicant.</p> <p>Consent - specification of means of contact reduces chance of inappropriate marketing.</p>	<p>point of their registration as part of Jupix's operation. Within 7 days prior to this expiry, the Applicant shall be contacted re: their preference to continue being included in suitable matches and the timeline re-set or to be deleted as they no longer require our service.</p> <p>Applicant also has the right to be forgotten at their request and their personal data deleted within one month as set by ICO.</p>
Rightmove Enquiry	<p>Name, contact number & email, postcode.</p> <p>Purpose of contact – property and purpose of contact being made (more info/ viewing request).</p> <p>Rightmove privacy policy: http://www.rightmove.co.uk/thissite/terms-of-use-and-privacypolicy.html</p>	Directly by applicant.	<p>Legitimate interest – contact information required to be able to provide information to applicant.</p> <p>Legitimate interest – information required to be able</p>	<p>Information is only retained if the applicant is contacted and wants to pursue viewing or for Applicant Registration. Otherwise, all information is deleted as soon as confirmed that services are not needed. Applicant also has the right to be forgotten at their request and their information deleted within one month as set by ICO.</p>

			to provide service required.	
Viewing	<p>Name, address, telephone numbers and email.</p> <p>Personal information relating to the applicant's suitability to rent the property – i.e. income bracket, benefits received, details of potential tenants (no of adults, relationship, children) plus whether pets, company let, intention to rent property for short/ long-term.</p>	Directly by applicant.	<p>Legal obligation – information on applicant required to ensure safety of viewings staff as per Health & Safety at Work Etc Act 1974.</p> <p>Contract – expectation of contract, therefore requirement of applicant to match criteria in order to proceed.</p>	<p>Information is only retained if applicant wants to pursue application for property (see below)/ Applicant Registration (see above). Otherwise all information should be deleted as soon as it is confirmed that services are not needed and no longer than 90 days from the date of the viewing, as per Jupix software settings.</p> <p>Applicant also has the right to be forgotten at their request and personal data deleted within one month as set by ICO.</p>
On Application	Declaration of names and contact details, details of all adults & children intending to live at the property, employment details, income, credit status & specifications relating to terms of lease (i.e. pets, smoking).	Directly by applicant	Contract – expectation of contract requires accurate personal data to ensure the Applicant meets the requirements of the Tenancy.	<p>Tenant Application Form saved to Property folder & secured in locked office out of hours.</p> <p>Identity Verification Form completed on paper and saved to Property folder (secured in locked office out of hours).</p> <p>Right to Rent Check completed online via Rightmove. ID scanned and held securely on Brittons server.</p>

				<p>Final Report for each adult applicant received from Rightmove and saved to Property folder, as above, and on Brittons Estate Agents Ltd server.</p> <p>Information is only retained for as long as the application process is going through/ if application is successful and a tenancy is created (see below).</p> <p>If an application is unsuccessful/ an applicant withdraws from a let prior to the start of a tenancy, all information will be deleted after 30 days to ensure any monies involved are reconciled prior to this.</p> <p>The Applicant has the right to access their information within one month as set by the ICO.</p> <p>Applicant of an unsuccessful application also has the right to be forgotten at their request</p>
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				and their personal data deleted within one month as set by ICO.
On Conditional Acceptance of a Tenancy	<p>Applicants above the age of 18 to provide 2 forms of ID each. Min 1 form of photo ID to be included.</p> <p>Completion of Rightmove referencing. Personal details required: name, national insurance number, current address and contact details, affordability, income including benefits. Landlord's reference and employer's may be sought or bank statements/ pay slips requested. Bank account details requested for verification and linked addresses searched. Next of kin details requested. Rightmove Privacy Policy: https://www.rightmove.co.uk/c/privacy-policy/</p> <p>Copy of the report is also sent to the Landlord to enable to make an informed decision.</p> <p>OFSI sanction check</p>	<p>Directly by applicant and to Brittons Estate Agents Ltd or to Rightmove for use by Brittons. Estate Agents Ltd</p> <p>Tenant's details checked against UK's official sanctions list: https://search-uk-</p>	<p>Legal obligation – ID required to complete Right to Rent checks.</p> <p>Legitimate interest – details of outcome of referencing process required for landlord to be able to decide whether to proceed with application.</p> <p>Legal obligation – requirement to check tenants and if need be, report, under UK Financial Sanctions</p>	<p>Electronic information is retained by Jupix in cloud-based storage located within the EEA. Paper documentation is saved in an individual property folder and secured out of hours in a locked office.</p> <p>TPO Code of Practice currently requires the maintenance of clear & full written records for a period of six years from the end of a contract for a let managed by the agent or six years from the start of the tenancy where the landlord is self-managing. Due to this all records and related documents are retained for a minimum of this period. Paper documentation is moved to secure archive storage on the office property and shredded following the expiry of the retention period. Due to information being required for the purpose of Legal Obligation the Landlord does not have the right to be forgotten.</p>

		sanctions- list.service.gov.uk	regulations overseen by the Office of Financial Sanctions Implementation (OFSI)	However, the Landlord does have the right to access and in the event of misinformation being held, the right to rectification within one month as set by ICO.
Deposit Protection (Held by & registered with TDS (Tenancy Deposit Scheme) Custodial Scheme)	<p>Details recorded with TDS (Tenancy Deposit Scheme) as part of deposit protection: Name; Property address; Contact phone number and email; Rent amount and deposit amount; Tenancy dates.</p> <p>Information passed to TDS to be used for sole purpose of deposit protection.</p> <p>TDS Privacy Policy: https://www.tenancydepositscheme.com/privacy-policy.html</p>	Information extracted from that provided by the Tenant during the application process and agreed terms of the tenancy.	Legal obligation – as tenancy deposit protection is mandatory, information required must be collected and provided to the selected deposit protection scheme in order to comply with this legislation.	Personal data is deleted from electronic records by TDS and deleted within 24 hours of the deposit being ended by an agent. Data relating to the deposit protection will be retained by Brittons Estate Agents Ltd along with other records relating to the tenancy for six years once the tenancy has ended, as advised by the TPO. This information is stored securely at all times on the premises with access limited to staff of Brittons Estate Agents Ltd and shredded once the retention period has expired. Electronic data is recorded by TDS period of the tenancy and the retention period before being deleted after this date.

<p>Deposit Protection (Held by Landlord as part of Landlord-managed Tenancy and registered with Government-approved scheme of Landlord's choice.)</p>	<p>Details passed to Landlord in order to register the deposit with the government-approved scheme of their choice: Name; Property address; Contact phone number and email; Rent amount and deposit amount; Tenancy dates. Information passed to the applicable deposit protection scheme to be used for sole purpose of deposit protection.</p> <p>TDS Privacy Policy: https://www.tenancydepositscheme.com/privacy-policy.html</p> <p>DPS Privacy Policy: https://www.depositprotection.com/privacy-policy/</p> <p>My Deposits Privacy Policy: https://www.mydeposits.co.uk/privacy/</p>	<p>Information extracted from that provided by the Tenant during the application process and agreed terms of the tenancy.</p>	<p>Legal obligation – as tenancy deposit protection is mandatory, information required must be collected and provided to the selected deposit protection scheme in order to comply with this legislation.</p>	<p>Personal data is deleted from electronic records in compliance with the relevant scheme involved.</p>
<p>Following Check-In</p>	<p>Tenants will be contacted by Homeshift with regards to their current energy provider(s) and offered comparison prices on these services. Homeshift will also use tenants' information to register them for the billing of Council Tax and Water services, as per the requirement of the tenancy agreement. Information is only to be used by Homeshift and any third-party companies for the express reason for which it was given.</p>	<p>Information is provided to the third parties from details provided by the Tenant throughout the application process</p>	<p>Contract – Brittons Estate Agents Ltd Terms of Business required Brittons Estate Agents Ltd to ensure that Tenants are registered with the appropriate utilities companies and council,</p>	

	<p>Homeshift Privacy Policy: https://www.homeshift.com/privacypolicy</p> <p>Privacy policy for Borough Council of King's Lynn & West Norfolk: https://www.westnorfolk.gov.uk/privacy</p> <p>Privacy policy for Anglia Water: https://www.anglianwater.co.uk/about-us/legal/privacy-notice/</p>		<p>therefore complying also to Clause 7.9 of the Tenancy Agreement to with regards to Utilities.</p> <p>Legitimate Interest – provision of this data eliminates the risk of the Tenant failing to register their details with the relevant service provider, reducing the probability of issues further on and is thus in the best interests of both the Landlord and Tenants. Tenants are advised that their information will be passed onto these portals and sign their consent to this happening as part of their check-in process and are</p>	
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			<p>requested to sign to this effect. Data provided by Brittons Estate Agents Ltd and/or Homeshift for such purposes are retained in line with each third party's own Privacy Policy.</p> <p>Consent – Tenants are made aware of the availability of this service and it is their decision to opt-in to this.</p>	
For the Duration of an Agency-Managed Tenancy	All personal information collected for Tenant Referencing and Right to Rent and OFSI checks will be retained for the duration of a tenancy. Means of contact to be determined by the Tenant.	Directly by Tenant during application process and updated as required to ensure accurate records for contact are maintained.	Contract – as the tenancy agreement exists as a legal contract, information required to complete the documentation must be retained to fulfil contractual obligations.	TPO Code of Practice currently requires the maintenance of clear & full written records for a period of six years from the end of a contract. Due to this all records and related documents are retained for a minimum of this period. Due to information being required for the purpose of Legal Obligation, Contract and Legitimate Interest, the Tenant does not have the right

				to be forgotten. However, the Tenant does have the right to access and in the event of misinformation being held, the right to rectification within one month as set by ICO.
For the Duration of a Landlord-Managed Tenancy	Means of contact to be determined by the Tenant and passed to the Landlord.	Directly by Tenant during application process and updated as required to ensure accurate	Contract – as the tenancy agreement exists as a legal contract, information required to complete the documentation must be retained to fulfil contractual obligations.	Information held by Brittons Estate Agents Ltd for the purpose of marketing a property for a Let-Only Landlord will only be retained for a period of six years from the start of the tenancy, unless the deposit is retained by Brittons and protected records for contact are maintained by them with the TDS (in which records will be maintained for six years from the termination of the tenancy as with agency-managed tenancies).
Rent Payments	Where rent payments are managed by Brittons Estate Agents Ltd on behalf of a Landlord, payment are received into NatWest Clients Account, sort code 5338-61, account number 66585824. Access to this information is limited to only authorised users with direct need to access payment information.	Standing orders are arranged directly between the Tenant and their bank.	Legitimate Interest – rent payments can only be identified with the provision of information contained on a bank statement and thus attributed	HMRC requirements specify that information relating to accounts/ tax purposes should be available for a period of six years from the end of a financial year. It is therefore recommended that such records are held for 7 years to accommodate this and Jupix's

	<p>The bank statement does not display details of the bank account from which payment is made, but only a reference as given by the Tenant, type of payment and amount paid.</p> <p>NatWest's Privacy Policy can be found at: https://personal.natwest.com/global/privacy.html</p>		accurately to the correct tenancy.	systems configuration is such that associated deletions are not possible without adjustment. Paper documents are also retained for this period and shredded in line with this timescale.
Arrears	<p>In the event of a Tenant accruing arrears, the Landlord will be provided with information relating to these, including sums outstanding and period of the arrears.</p> <p>In the event of Arrears information relating to the Tenancy, including details of arrears, tenancy agreement and referencing may be passed onto third parties, such as Insurance companies relating to Landlord's insurance or the Courts.</p>		<p>Contract – the Agent is obligated to the Landlord to pass on information regarding arrears in order for the Landlord to make an informed decision regarding the let, as per the agreed Terms of Business.</p> <p>Legal obligation – provision of information required by the Courts in order to determine the validity of a claim</p>	Retention of the information passed to the landlord is retained at his/ her discretion and may be used for purposes of an insurance claim if required.

			<p>must be provided on request.</p> <p>Contract – information relating to arrears may be legitimately requested by an insurance company when processing a claim relating to arrears. Any information retained by third parties will be determined by their Privacy Policy. Information will only be used for the reason specified.</p>	
Property Inspections	<p>Property Inspections are arranged on a three-monthly basis, unless otherwise requested/ agreed by the Landlord. These inspections include photographs of overviews of the rooms and any issues that need to be brought to the Landlord’s attention. As such, these photographs will include items that belong to the Tenants. Access to the property is prearranged with the Tenants and Tenants</p>		<p>Contract – Clause 7.3.1 of the Assured Shorthold Tenancy Agreement states that “the Tenant is to permit access to the Landlord/ Landlord’s</p>	<p>TPO Code of Practice currently requires the maintenance of clear & full written records for a period of six years from the end of a contract. Due to this all records and related documents are retained for a minimum of this period.</p>

	<p>are made aware that they may be present at the Inspection.</p> <p>A copy of the report is forwarded to the Landlord. Legitimate Interest – provision of photographs in the report support the written evidence and allows the Landlord to make an informed decision on any issues raised.</p>		<p>Agent...for the purpose of inspection.” This is a standard clause, as drawn up by Dutton Gregory Solicitors and is a fair term.</p>	<p>Due to information being required for the purpose of Contract and Legitimate Interest, the Tenant does not have the right to be forgotten. However, the Tenant does have the right to access of the information resulting from this and in the event of misinformation being held, the right to rectification within one month as set by ICO.</p>
Maintenance Request	<p>Tenant’s contact details passed to required contractor for sole purpose of investigating/ resolving issue raised. Tenant advised of contractor to attend and that contact will be made directly by the contractor to schedule an appointment. Contractor is not permitted to use the information for any purpose other than the specific maintenance issue requested.</p>	<p>Extracted from information provided by Tenant during application process and updated as required to ensure accurate records for contact are maintained.</p> <p>Contact information held on record is required to be</p>	<p>Contract – Tenants’ personal information as listed can be provided to the necessary contractor as a result of Brittons Estate Agents Ltd’s obligation to carry out maintenance requests as part of the Terms of Business with the Landlord.</p> <p>The Tenant’s tenancy agreement</p>	<p>TPO Code of Practice currently requires the maintenance of clear & full written records for a period of six years from the end of a contract. Due to this all records and related documents are retained for a minimum of this period. Due to information being required for the purpose Contract, the Tenant does not have the right to be forgotten. However, the Tenant does have the right to access and in the event of misinformation being held, the right to rectification within one month as set by ICO.</p>

		able to achieve this.	(Clause 7.3.1) also includes the requirement for access to be granted for the purpose of repair upon receiving 24 hours' notice.	
Pet Request	On requesting a pet, tenants and prospective tenants will be required to complete a pet application form. Information requested will include contact details about the (prospective) tenant as well as details of a third party to contact where care is needed for the pet where care cannot be provided by the tenant.	Directly by Tenant during application process	Legitimate Interest – provision of the requested information allows the landlord to make an informed decision about the viability of the pet request. Information provided also allows for care of the pet in the event of an event whereby the tenant cannot care for the animal in question.	Records held by Brittons Estate Agents Ltd will be retained along with other records relating to the tenancy for six years once the tenancy has ended, as advised by the TPO. This information is stored securely at all times on the premises with access limited to staff of Brittons Estate Agents and shredded once the retention period has expired.
Accelerated Possession Orders (Form N5B)	Whereby a Landlord is required to apply to the Courts for possession of a property, the following information will be included in the application: Tenant's name, address and	Extracted from information provided by the Tenant and	Legal obligation – provision of information required by the	Records held by Brittons Estate Agents Ltd will be retained along with other records relating to the tenancy for six

	postcode; Copy of Tenancy Agreement; Copy of Deposit Certificate.	documents produced throughout the Tenancy.	Courts in order to determine the validity of a claim must be provided on request. Information is retained by the Courts in accordance with their retention requirements.	years once the tenancy has ended, as advised by the TPO. This information is stored securely at all times on the premises with access limited to staff of Brittons Estate Agents and shredded once the retention period has expired.
Viewings	<p>Access to the property is required once notice has been given by either the Landlord/ Tenant and the property is to be re-marketed. Minimum of 24 hours' notice requested from the Tenants.</p> <p>It is the tenant's responsibility to ensure that personal data is securely stored and inaccessible to anyone viewing the property.</p>		Contract – The Tenant's tenancy agreement states in the Tenant's obligations that access to the property should be permitted within the last two months of the Term at all reasonable times upon previous appointment. (Clause 7.3.2.)	TPO Code of Practice currently requires the maintenance of clear & full written records for a period of six years from the end of a contract. Due to this all records and related documents are retained for a minimum of this period.
Check Out/ Remarketing Materials	Photographs and/or video and/or 360° photographs of the property which may contain items belonging to the Tenant, may be taken for re-marketing and viewing	Permission requested from Tenant directly, although advised	Legal obligation - to provide accurate images of the property as per	Contract – to provide accurate photographs of the state of the TPO Code of Practice currently requires the maintenance of

	<p>purposes whilst the Tenant is still resident at the property.</p> <p>Videos are uploaded and saved to Dropbox and distributed by a link to their website. Dropbox Privacy Policy: https://www.dropbox.com/en_GB/privacy</p> <p>360° photographs are uploaded and saved to Made Snappy and distributed by a link to their website. Made Snappy Privacy Policy: https://www.madesnappy.co.uk/privacypolicy</p> <p>A Check Out inspection is conducted including photographs and/or 360° photographs are taken at a pre-agreed appointment once the Tenant has vacated. The resulting report includes the Tenant's forwarding address, if provided. A copy of this report is passed to the Landlord. per the Tenancy Agreement. property for the Landlord to determine whether deductions should be made from the deposit, as per the terms of the Tenancy Agreement and for the deposit release letter to be sent to the Tenant.</p>	that this is part of their obligation as per the Tenancy Agreement.	obligations of Digital Markets Competition and Consumers Act 2024.	<p>clear & full written records for a period of six years from the end of a contract. Due to this all records and related documents are retained for a minimum of this period.</p> <p>Due to information being required for the purpose of Legal Obligation, Contract and Legitimate Interest, the Tenant does not have the right to be forgotten. However, the Tenant does have the right to access and in the event of misinformation being held, the right to rectification within one month as set by ICO.</p>
At the End of a Tenancy	Tenants' forwarding address. Information will not be passed to a third party without consent from the Tenant for a specific purpose or where it is a lawful requirement to do so.	Requested directly from Tenants.	Legal obligation – where information on a previous Tenant is legally requested, Brittons	TPO Code of Practice currently requires the maintenance of clear & full written records for a period of six years from the end of a contract. Due to this all

	<p>Once a check out inspection has been carried out at the property, the Tenant is asked to provide bank details to TDS Custodial for the return of the deposit after any agreed deductions.</p> <p>TDS Privacy Policy: https://www.tenancydepositscheme.com/privacy-policy.html</p>		<p>Estate Agents Ltd are legally obliged to pass this information on to the relevant party. However, this information must only be that requested and used solely for the required purpose.</p> <p>Legitimate interest – in the event that a third party requires information, this provision must supersede the rights of the Tenant. Any information provided must only be used for the purpose specified.</p> <p>Legitimate interest – payment cannot be made without</p>	<p>records and related documents are retained for a minimum of this period.</p> <p>Due to information being required for the purpose of Legal Obligation, Contract and Legitimate Interest, the Tenant does not have the right to be forgotten. However, the Tenant does have the right to access and in the event of misinformation being held, the right to rectification within one month as set by ICO.</p>
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			provision of bank details.	
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WHERE DO WE STORE YOUR PERSONAL DATA?

We at Brittons Estate Agents Ltd use Jupix software, with electronic data using hosting providers Rackspace and OVH, each of which uses servers located within the EEA. All paper documentation is retained on site at our office and stored securely with access limited to employees of Brittons Estate Agents Ltd.

WHO HAS ACCESS TO INFORMATION? We may pass your information onto third parties in order to carry out our services, such as use of referencing companies, contractors or as part of an insurance claim. (Further information on such circumstances is included in the tables above.) We may also be required to provide information where there is a legal requirement to do so. However, only information necessary for the specific purpose will be shared. Furthermore, any such information must be used for the specific purpose for which it was provided and only retained for an appropriate duration determined by the circumstances of the involvement of the third party. We do and will not rent or sell your information to third parties.

COOKIES POLICY Like many websites, visiting <https://brittons.net> uses “cookies”. For full details of what cookies we set and why we use them, please visit our Cookie Policy here: <https://www.brittons.net/pages/cookies>.

SOCIAL NETWORKS Following Brittons Estate Agents/ Brittons Lettings on social media platforms is regarded as an opt-in consent to receive notifications from us on these platforms. You have the right to “unfollow” us at any point.

YOUR RIGHTS Under General Data Processing Regulations (GDPR), as a Data Subject you have the following rights:

- The right to be informed about how your data is processed;
- The right to request access information held about you;
- The right for any incorrect or incomplete data to be corrected/completed and not just by the Data Controller, but also by any third parties who have also been provided with the misinformation;
- The right for your personal data to be erased (the “right to be forgotten”);

- The right to restrict the processing of your data;
- The right to move, copy or transfer your personal data (i.e. the “right to data portability”);
- The right to object to your data being processed; and
- The right not to be subject to automated decision-making, including data profiling.

As per the information contained in the tables above, these rights do not apply in all circumstances.

FURTHER INFORMATION Further information on data protection laws and the latest information on GDPR can be obtained from the Information Commissioner’s Office website at <http://www.ico.org.uk>.

DATA HANDLING COMPLAINTS PROCEDURE

In line with the Data (Use and Access) Act 2025, you have the right to make a complaint directly to us if you believe that you have mishandled your data and you wish to raise a data protection complaint. You can. Do this in writing, either by emailing lettings@brittons.net or writing to Brittons Estate Agents Ltd (Lettings), 27-28 Tuesday Market Place, King’s Lynn, Norfolk, PE30 1PB.

What will happen next?

- We will formally acknowledge the complaint within 30 days of receiving it.
- We will conduct an investigation, taking appropriate steps without undue delay to look into the issue, which includes making reasonable internal enquiries.
- We will keep you informed, proactively informing you of any updates whilst the investigation is ongoing.
- We will communicate the outcome with you. We will conclude the investigation without undue delay and communicate our decision with you in plain language.

If you are unhappy with our decision, you also have the right to complain to the ICO at <https://www.ico.org.uk>.

CHANGES TO THE POLICY This Policy will be reviewed on a regular basis and updated when required. Please check back frequently to see any update or changes to this Policy. This Policy was last updated on 17 June 2026.