

Privacy Policy

We take your privacy seriously. This policy explains who we are, what personal information we collect, why we collect it, how we use and share it, and the rights you have over it. It applies to clients, tenants, landlords, buyers and sellers we work with, and to visitors to our website. We are registered with the UK Information Commissioner's Office and act as the data controller of your personal information under the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

1 Who We Are

Huttons Property Ltd ("we", "us", "our") is an estate and lettings agency registered in England and Wales under company number 11718924, with our registered office at 47 Station Road, Hayes, UB3 4BE. You can contact us by email at info@huttonsproperty.co.uk.

2 The Information We Collect

Depending on your relationship with us — whether you are a tenant, landlord, buyer, seller, or simply enquiring about our services — we may collect the following categories of personal information:

- ◆ **Identity & contact details** — your name, date of birth, gender (if you choose to share it), home address, email address, telephone number, and company details if applicable.
- ◆ **Identity verification documents** — at least one form of photographic ID (passport, driving licence or ID card) and one form of proof of address (such as a recent utility bill), used to meet our legal obligations.
- ◆ **Right to Rent & immigration status** — nationality, immigration status, and supporting documents, where relevant to a tenancy application.
- ◆ **Financial information** — billing details, bank account details, payment card information, and transaction history.
- ◆ **Anti-Money Laundering (AML) checks** — information needed to carry out electronic identity and AML/terrorist financing checks where required by law.
- ◆ **Property requirements** — details of the property you are looking to buy, sell, rent or let, so we can match you with suitable properties or tenants.
- ◆ **Communications & instruction history** — records of your contact with us, including enquiries, instructions and correspondence.
- ◆ **Online presence** — your professional or social media profile (e.g. LinkedIn), only if you choose to share it with us.
- ◆ **Website & technical data** — IP address, browser type, device information and how you use our website, where applicable.

Collecting & using your data

3 How We Collect It

Most of your personal information is collected directly from you — in person, by phone, text, email, or through our website. We may also collect information from:

- ◆ Publicly accessible sources, such as Companies House or HM Land Registry.
- ◆ Third parties, such as credit reference agencies and customer due diligence providers.
- ◆ Referrals from existing clients, landlords or partners.

PLEASE NOTE

Some of this information is required for us to provide our services. If you don't provide it, we may not be able to proceed with your instruction, application or enquiry.

SPECIAL CATEGORY DATA

We do not collect or process special category personal data about you — such as racial or ethnic origin, religious beliefs, political opinions, health, genetic or biometric data, or sexual orientation — and we do not process information about criminal convictions.

4 Why We Use Your Information & Our Lawful Basis

Data protection law requires us to have a valid legal reason ("lawful basis") for using your personal information. We rely on one or more of the following:

Performance of a contract	Where we need your information to provide our services to you, or to take steps you've requested before entering into a contract (e.g. progressing a tenancy or sale).
Legal or regulatory obligation	Where we must use your information to comply with the law, such as Right to Rent or Anti-Money Laundering checks.
Legitimate interests	Where we have a genuine business reason to use your data — such as marketing or improving our service — provided this doesn't override your rights and interests. We always balance our interests against your right to privacy.
Consent	Where we ask for your specific permission, such as certain marketing communications, and you are free to withdraw this at any time.

Sharing, marketing & retention

5 Marketing Communications

We may contact you by email, phone or post about our services, exclusive offers, and market updates that may be of interest to you. In most cases this is based on our legitimate interest, so we don't always need separate consent — but where consent is legally required, we will ask for it clearly. We will never sell or share your personal information with other organisations for their own marketing purposes.

You can opt out of marketing at any time by emailing info@huttonsproperty.co.uk or writing to us at 47 Station Road, Hayes, UB3 4BE.

6 Who We Share It With

We only share your personal information where necessary, and always under appropriate confidentiality obligations:

- ◆ **Service providers** who help us deliver our services — including payment providers, tenant referencing and Right to Rent check providers, electronic identity verification providers, and maintenance contractors.
- ◆ **Professional third parties** you choose to work with — such as solicitors, conveyancers, mortgage brokers and financial advisors.
- ◆ **Regulators & law enforcement** — where we are legally required to share information, such as HMRC or other regulatory bodies.
- ◆ **Other parties**, such as a prospective buyer of our business, in the event of a sale or restructuring — bound by confidentiality obligations.

7 How Long We Keep Your Information

We only keep your personal information for as long as necessary for the purposes set out in this policy, including:

- ◆ For as long as you have an active matter or instruction with us;
- ◆ To respond to any questions, complaints or claims;
- ◆ To demonstrate that we treated you fairly as a client;
- ◆ To meet our legal record-keeping obligations — typically 6 years from the end of our relationship for contractual and financial records, and 5 years from our last marketing contact with you.

Your rights & data security

8 Your Rights

Under data protection law, you have the following rights over your personal information, which you can exercise free of charge:

- ◆ **Access** — request a copy of the personal information we hold about you.
- ◆ **Rectification** — ask us to correct inaccurate or incomplete information.
- ◆ **Erasure (“right to be forgotten”)** — ask us to delete your information, in certain circumstances.
- ◆ **Restriction** — ask us to limit how we use your information, for example if you dispute its accuracy.
- ◆ **Data portability** — receive your information in a structured, machine-readable format, or have it sent to a third party.
- ◆ **Object** — object to your information being used for direct marketing, or for other processing based on our legitimate interests.
- ◆ **Automated decision-making** — you will not be subject to decisions based solely on automated processing that significantly affect you. We do not carry out automated profiling.
- ◆ **Withdraw consent** — where we rely on your consent, you can withdraw it at any time.

To exercise any of these rights, email us at info@huttonsproperty.co.uk. If requesting access to your data, please include proof of identity (such as a copy of your passport or driving licence). We will respond within one month, free of charge, unless your request is particularly complex or repetitive. For more detail on your rights, see the guidance published by the Information Commissioner’s Office (ICO).

9 Keeping Your Information Secure

We have appropriate technical and organisational measures in place to prevent your personal information from being accidentally lost, misused, or accessed without authorisation. Access is limited to those with a genuine business need, and anyone processing your data on our behalf is bound by a duty of confidentiality.

We have procedures in place to detect and respond to any suspected data breach, and we will notify you and the ICO where we are legally required to do so. For general guidance on protecting yourself online, visit www.getsafeonline.org, a resource supported by HM Government and leading businesses.

Complaints & contact

IO How to Complain

If you have any concerns about how we have handled your personal information, please contact us first at info@huttonsproperty.co.uk so we can try to resolve this directly. If you remain unsatisfied, you have the right to lodge a complaint with the UK's supervisory authority:

INFORMATION COMMISSIONER'S OFFICE (ICO)

Website ico.org.uk/concerns

Helpline 0303 123 1113

II Changes to This Policy

We may update this privacy policy from time to time to reflect changes in our practices or the law. We recommend checking this page periodically for the latest version.

LAST UPDATED

20 June 2026

Contact Us

If you have any questions about this privacy policy or how we handle your personal information, please get in touch and a member of our team will be happy to help.

Huttons Property Ltd

47 Station Road, Hayes, UB3 4BE

Email info@huttonsproperty.co.uk

Company Registration No. 11718924