

PRIVACY POLICY

1. Introduction

Thompsons Lettings (“we”, “us”, “our”) is committed to protecting and respecting your privacy. This policy explains how we collect, use, and protect personal data in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

We act as a data controller for the personal data we process.

2. Contact Details

Business Name: Thompsons Lettings

Address: 388A Bowthorpe Road, Norwich, NR5 8AG

Email: hello@thompsonslettings.co.uk

Phone: 01603 972140

If you have any questions about this policy or your data, please contact us using the above details.

3. What Personal Data We Collect

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

a) Landlords

- Name, address, contact details
- Bank details (for rent payments)
- Property ownership information

b) Tenants / Applicants

- Name, address, contact details
- Employment and income details
- References (employment, previous landlords)
- Identification documents (passport, driving licence)
- Credit check information

c) Website Users

- IP address
- Browser type and usage data (via cookies)

4. How We Collect Your Data

We collect data through:

- Direct contact (phone, email, forms)
- Property enquiries and applications
- Tenancy agreements
- Referencing and credit check agencies
- Our website (cookies and analytics)

5. Lawful Basis for Processing

We process personal data under the following lawful bases:

- Contractual necessity – to manage tenancies and agreements
- Legal obligation – e.g. Right to Rent checks, anti-money laundering
- Legitimate interests – running our business effectively
- Consent – for marketing communications (where applicable)

6. How We Use Your Data

We use personal data to:

- Arrange property viewings
- Conduct tenant referencing and checks
- Manage tenancy agreements
- Collect and transfer rent payments
- Maintain communication between landlords and tenants
- Comply with legal requirements
- Improve our services

7. Sharing Your Data

We may share your data with:

- Referencing and credit check agencies
- Contractors and maintenance providers
- Deposit protection schemes (e.g. TDS, DPS)
- Local authorities or regulatory bodies
- Legal or financial advisors

We ensure all third parties respect data protection laws.

8. Data Storage and Retention

We retain personal data only as long as necessary:

- Tenancy data: up to 6 years after tenancy ends (legal requirement)
- Financial records: 6 years (HMRC requirements)
- Unsuccessful applications: typically 6–12 months

Data is securely deleted or anonymised after this period.

9. Data Security

We take appropriate measures to protect your data, including:

- Password-protected systems
- Secure cloud storage with encryption
- Restricted staff access (need-to-know basis)
- Regular software updates and antivirus protection

10. Your Rights

Under UK GDPR, you have the right to:

- Access your personal data
- Request correction of inaccurate data
- Request deletion (“right to be forgotten”)
- Restrict or object to processing
- Data portability
- Withdraw consent (where applicable)

You can exercise your rights by contacting us.

You also have the right to complain to the Information Commissioner’s Office (ICO):
<https://www.ico.org.uk>

11. Cookies

Our website may use cookies to:

- Improve user experience
- Analyse website traffic

You can control cookies through your browser settings.

12. Changes to This Policy

We may update this policy from time to time. The latest version will always be available on our website.