

Allen Residential Privacy Notice

(Effective from October 2025)

Allen Residential is committed to protecting your personal data and respecting your privacy. This Notice explains how we collect, use, and protect your information.

1. Who We Are

We are **Allen Residential**, a lettings, sales, and property management agency.

- **Registered office:** 1 High Street, Paulton, Bristol, BS39 7PL
- **ICO Registration Number:** ZA592911
- **Data Protection Officer:** Gemma Deacon
- **Email:** Gemma@allen-residential.co.uk
- **Telephone:** 01761 412300

Website: www.allen-residential.co.uk

2. What Data We Collect

We may collect:

- Basic details – name, address, contact information.
- Identity and proof of right to rent – passport, driving licence, visa/immigration status.
- Financial details – bank information, income, employment, credit history.
- Property ownership and landlord details (e.g. title deeds, mortgage permissions).
- Special category data where necessary (e.g. health details to tailor services).
- Criminal conviction data if required for referencing or licensing.
- Website and communication data (IP address, cookies, call logs).

From **May 2025**, we are also required to conduct **Anti-Money Laundering (AML)** and **sanctions checks**, which may involve verifying identity, address, property ownership, and screening against official government lists.

3. Why We Use Your Data

We use your personal data to:

- Provide letting, sales, management, and property services.
- Meet legal obligations (e.g. tenancy deposit protection, Right to Rent, AML checks).
- Carry out referencing and contract administration.
- Communicate with you about services, viewings, and tenancy or sales matters.

- Comply with health & safety and housing law.
- Prevent fraud, money laundering, and financial crime.
- Send you marketing communications (only with your consent – you can opt out anytime).

4. Sharing Your Data

We may share your data with:

- Contractors and service providers (e.g. referencing agencies, maintenance firms).
- Utility companies and local councils.
- Deposit protection schemes.
- Regulatory authorities (e.g. HMRC, ICO, Local Authorities, NCA for AML reporting).
- Our software providers (e.g. SME Professional, LifeCycle, PayProp, FixFlo, Southwest Inventories, TouchRight, Signable, Jot Form, Google Form, 1090, Vouch, TDS and DPS).
- Other third parties only where legally required or with your consent.

We will never sell your data.

5. Transfers Outside the UK

Where data is transferred outside the UK, we ensure appropriate safeguards are in place in line with UK GDPR, such as International Data Transfer Agreements.

6. Legal Basis for Processing

We process data under the following lawful bases:

- Contract – to provide tenancy, sales, and property services.
- Legal obligation – e.g. AML, Right to Rent, deposit protection, safety checks.
- Consent – for marketing communications.
- Legitimate interests – to operate and improve our services, prevent fraud, and maintain efficient business operations.

7. How Long We Keep Data

We keep your data only as long as necessary:

- Enquiry data – up to 6 months.
- Tenancy/landlord/sales files – up to 6 years after the relationship ends.
- AML and financial records – 5 years as required by law.
- CCTV/phone logs – as set out in our security policy.

8. Your Rights

You have the right to:

- Access the data we hold on you.
- Request correction or deletion.
- Restrict or object to processing.
- Data portability (where applicable).
- Withdraw consent for marketing.
- Complain to the Information Commissioner's Office (ICO):
www.ico.org.uk / 0303 123 1113

We encourage you to contact us first at Gemma@allen-residential.co.uk so we can resolve any concerns.

9. Security Measures

We take steps to keep your information secure, including:

- Secure servers, encryption, and password-protected systems.
- Restricted staff access and staff training.
- Secure storage for paper records.
- Regular audits and compliance checks.

10. Updates to This Notice

We may update this Notice from time to time. The latest version will always be available on our website: www.allen-residential.co.uk