

## **Privacy Notice – Reardon Properties**

### **Introduction**

This notice explains what personal information we collect, when we collect it, and how we use it. During the course of our activities, we process personal data (which may be held on paper, electronically, or otherwise) about you, and we recognise the need to handle it in a lawful, fair, and transparent manner in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

The purpose of this notice is to make you aware of how we will handle your information, your rights, and how you can contact us.

### **Who We Are**

Reardon Properties Ltd takes the issue of security and data protection very seriously and strictly adheres to the UK GDPR, together with any domestic data protection laws.

We are registered as a Data Controller with the Information Commissioner's Office (ICO) under registration number ZA218088.

#### **Data Controller:**

Reardon Properties Ltd  
13a Canterbury Road, Sittingbourne, Kent, ME10 4SG  
Email: [Kiran@reardonproperties.co.uk](mailto:Kiran@reardonproperties.co.uk)

#### **Data Protection Officer (DPO):**

Kiran Reardon  
13a Canterbury Road, Sittingbourne, Kent, ME10 4SG  
Email: [Kiran@reardonproperties.co.uk](mailto:Kiran@reardonproperties.co.uk)

### **How We Collect Information and What We Collect**

We collect personal information from you when you:

- Apply for accommodation with us.
- Complete referencing and tenancy forms (including but not limited to tenancy agreements, guarantor agreements, or notices).

We may also receive information from referencing agencies, guarantors, educational institutions, employers, accountants, utility providers, and other third parties where relevant to your tenancy.

The types of data we collect include:

- Tenant information: name, email address, phone number, date of birth, current and previous addresses, marital status, National Insurance number, nationality, next of kin, details of study (if applicable), details of friends you may be staying with (if applicable).
- Guarantor information: name, email address, phone number, date of birth, address history, marital status, National Insurance number, nationality, next of kin (if applicable).
- Property details: address, tenancy term, rent, deposit, utility and service responsibilities.
- Employment/financial details: employment status, employer or accountant contact details, payroll numbers, length of employment, income and salary, other sources of income.
- Financial details: bank account details, hire purchase/loan agreements, credit/store card details, and welfare benefit eligibility.

### **Why We Collect Your Information (Lawful Bases)**

We use your personal data for the following purposes, under the lawful bases of contract, legal obligation, legitimate interests, and consent (where applicable):

- To perform our obligations under your tenancy agreement (contract).
- To provide you with services and information you have requested (contract).
- To manage and administer your tenancy (contract, legitimate interests).
- To carry out referencing and due diligence checks, including affordability and credit checks (legitimate interests, legal obligation).
- To comply with legal and regulatory obligations, including tenancy deposit schemes and local authority requirements (legal obligation).
- To contact you with important updates about your tenancy or our services (legitimate interests).
- To recover debts or enforce tenancy terms where required (legitimate interests, legal obligation).

We will not use your personal data for unrelated purposes without first notifying you and, where necessary, obtaining your consent.

### **Sharing of Your Information**

Your information will be treated as confidential. We may disclose your data to trusted third parties where necessary, including:

- Referencing and credit-check agencies.
- Local authorities, tenancy deposit scheme administrators, service/utility providers, freeholders, and facilities managers.
- Debt recovery agencies and tracing agents (if payments are missed).
- Our professional advisers (e.g. accountants, solicitors, insurers).
- If our business is merged or sold, to new business partners or owners.

We require all third parties to respect the security of your data and to use it only for specified lawful purposes.

We do not sell your data to third parties.

### International Transfers

Your information will normally be stored and processed within the UK and European Economic Area (EEA). If it becomes necessary to transfer data outside the UK/EEA (for example, if a cloud service provider stores data abroad), we will ensure that appropriate safeguards (such as UK adequacy regulations, Standard Contractual Clauses, or equivalent measures) are in place.

### Security of Your Information

We take appropriate technical and organisational measures to keep your personal data secure, including:

- Secure passwords with two-factor authentication on all systems.
- Restricted access to files and locked cabinets for paper records.
- Encryption, antivirus protection, and secure backups for electronic data.
- CCTV and alarm systems at our office.
- Keys stored securely without identifying property addresses.

### Data Retention

We will only retain your personal data for as long as necessary to fulfil the purposes for which it was collected, including legal, accounting, and reporting obligations.

- Tenancy records: retained for 72 months (6 years) after your last tenancy ends (as required by law).
- Emails: deleted 72 months after tenancy end.
- Paper records: securely shredded after 72 months.

After the retention period expires, your data will be securely deleted or destroyed.

### Your Rights

Under UK GDPR, you have the following rights:

- Access – to request a copy of the personal data we hold about you.
- Rectification – to request correction of any inaccuracies.
- Erasure – to request deletion of your personal data, where legally possible.
- Restriction – to request restriction of processing in certain circumstances.
- Data portability – to request transfer of your personal data to another provider.
- Objection – to object to processing based on legitimate interests or to direct marketing.

To exercise your rights, please contact: [Kiran@reardonproperties.co.uk](mailto:Kiran@reardonproperties.co.uk)

## Complaints

If you have concerns about how we handle your data, please contact us first so we can seek to resolve the matter.

You also have the right to complain directly to the Information Commissioner's Office (ICO):

Information Commissioner's Office (ICO)  
Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF  
Telephone: 0303 123 1113  
Email: [casework@ico.org.uk](mailto:casework@ico.org.uk)  
Website: [www.ico.org.uk](http://www.ico.org.uk)

## Keeping Your Information Up to Date

It is important to us that the personal data we hold is accurate and current. Please let us know if your details change (e.g. email address, phone number, address).