



Village Estates Lettings Limited customer privacy notice

This privacy notice tells you what to expect us to do with your personal information.

- Contact details
- What information we collect, use, and why
- Lawful bases and data protection rights
- Where we get personal information from
- How long we keep information
- Who we share information with
- How to complain

Contact details

Post

Village Estates Lettings, 91 Main Road, , SIDCUP, Kent, DA14 6ND, GB

Telephone

02039854985

Email

village@village-lettings.co.uk

What information we collect, use, and why

We collect or use the following information to **provide services and goods, including delivery**:

- Names and contact details
- Addresses
- Date of birth
- Purchase or account history
- Payment details (including card or bank information for transfers and direct debits)
- Credit reference information
- Health information (including dietary requirements, allergies and health conditions)
- Health and safety information
- Account information
- Website user information (including user journeys and cookie tracking)
- Photographs or video recordings
- Call recordings
- Records of meetings and decisions
- Identification documents
- Information relating to compliments or complaints

Village Estates Lettings Ltd, 91 Main Road, Sidcup, Kent, DA14 6ND
Registered Office: 55 Loudoun Road, London, United Kingdom, NW8 0DL
Registered in England and Wales No: 08605349





We collect or use the following information for **the operation of customer accounts and guarantees**:

- Names and contact details
- Addresses
- Payment details (including card or bank information for transfers and direct debits)
- Purchase history
- Account information, including registration details
- Information used for security purposes
- Marketing preferences

We collect or use the following information for **service updates or marketing purposes**:

- Names and contact details
- Addresses
- Marketing preferences
- Location data
- Recorded images, such as photos or videos
- Call recordings
- Purchase or viewing history
- IP addresses
- Website and app user journey information

We collect or use the following information to **comply with legal requirements**:

- Name
- Contact information
- Identification documents
- Financial transaction information
- Criminal offence data (including Disclosure Barring Service (DBS), Access NI or Disclosure Scotland checks)
- Any other personal information required to comply with legal obligations
- Health and safety information

We collect or use the following personal information for **dealing with queries, complaints or claims**:

- Names and contact details
- Address
- Payment details
- Account information
- Purchase or service history
- Video recordings of public areas

Village Estates Lettings Ltd, 91 Main Road, Sidcup, Kent, DA14 6ND
Registered Office: 55 Loudoun Road, London, United Kingdom, NW8 0DL
Registered in England and Wales No: 08605349





- Audio recordings of public areas
- Video recordings of private or staff only areas
- Audio recordings of private or staff only areas
- Call recordings
- Dashcam footage - outside vehicle
- Dashcam footage - inside vehicle
- Witness statements and contact details
- Relevant information from previous investigations
- Customer or client accounts and records
- Financial transaction information
- Information relating to health and safety
- Correspondence

Lawful bases and data protection rights

Under UK data protection law, we must have a “lawful basis” for collecting and using your personal information. There is a list of possible lawful bases in the UK GDPR. You can find out more about lawful bases on the ICO’s website.

Which lawful basis we rely on may affect your data protection rights which are set out in brief below. You can find out more about your data protection rights and the exemptions which may apply on the ICO’s website:

- **Your right of access** - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for. Read more about the right of access.
- **Your right to rectification** - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete. Read more about the right to rectification.
- **Your right to erasure** - You have the right to ask us to delete your personal information. Read more about the right to erasure.
- **Your right to restriction of processing** - You have the right to ask us to limit how we can use your personal information. Read more about the right to restriction of processing.
- **Your right to object to processing** - You have the right to object to the processing of your personal data. Read more about the right to object to processing.
- **Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you. Read more about the right to data portability.
- **Your right to withdraw consent** – When we use consent as our lawful basis you have the right to withdraw your consent at any time. Read more about the right to withdraw consent.

Village Estates Lettings Ltd, 91 Main Road, Sidcup, Kent, DA14 6ND
Registered Office: 55 Loudoun Road, London, United Kingdom, NW8 0DL
Registered in England and Wales No: 08605349





If you make a request, we must respond to you without undue delay and in any event within one month. To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

Our lawful bases for the collection and use of your data

Our lawful bases for collecting or using personal information to **provide services and goods** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.
- Legitimate interests – we’re collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:
 - We have a legitimate interest in providing an efficient and responsive lettings and property management service. This includes responding to property enquiries, arranging viewings, communicating with landlords and tenants, coordinating repairs and maintenance, and keeping relevant records to resolve service queries. Using personal information enables us to help people find suitable properties, manage tenancies effectively and arrange timely maintenance. These activities benefit landlords and tenants as well as our business. We need relevant contact and property information to communicate with the people involved and deliver these services effectively. We recognise the potential risks of unnecessary contact, loss of confidentiality or inappropriate sharing. We reduce these risks by collecting only the information needed, restricting access, sharing information only where necessary and retaining it only for as long as required. We consider these benefits outweigh the remaining privacy impact where our use of information is necessary, proportionate and reasonably expected. We take account of individual circumstances and objections, and do not rely on legitimate interests where a person’s interests, rights or freedoms override our legitimate interests.

For more information on our use of legitimate interests as a lawful basis you can contact us using the contact details set out above.

Our lawful bases for collecting or using personal information for **the operation of customer accounts and guarantees** are:

Village Estates Lettings Ltd, 91 Main Road, Sidcup, Kent, DA14 6ND
Registered Office: 55 Loudoun Road, London, United Kingdom, NW8 0DL
Registered in England and Wales No: 08605349





- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.

Our lawful bases for collecting or using personal information for **service updates or marketing purposes** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.

Our lawful bases for collecting or using personal information for **legal requirements** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.

Our lawful bases for collecting or using personal information for **dealing with queries, complaints or claims** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.

Village Estates Lettings Ltd, 91 Main Road, Sidcup, Kent, DA14 6ND
Registered Office: 55 Loudoun Road, London, United Kingdom, NW8 0DL
Registered in England and Wales No: 08605349





Where we get personal information from

- Directly from you
- CCTV footage or other recordings
- Debt collection agencies
- Insurance companies
- Councils and other public sector organisations

How long we keep information

We keep personal information only for as long as necessary to provide our lettings and property management services, meet legal obligations and deal with complaints or legal claims.

Our usual retention periods are:

- **Landlord service records:** for the duration of our instruction and six years after it ends.
- **Core tenancy and guarantor records:** for the duration of the tenancy and six years after it ends. These include tenancy agreements, relevant correspondence, inventories and deposit records needed to evidence the tenancy.
- **Financial and accounting records:** six years from the end of the company financial year to which they relate.
- **General enquiries and applications that do not proceed:** up to 12 months after the enquiry or application closes. Supporting documents that are no longer needed are deleted sooner. Necessary payment or complaint records follow the relevant retention periods above or below.
- **Right to Rent evidence:** for the duration of the tenancy and one year after it ends, unless another legal requirement justifies keeping it longer.
- **Complaint records:** six years after the complaint is finally resolved.
- **Marketing contact details:** until you unsubscribe or after 24 months without meaningful interaction. We may retain a minimal record of your objection to ensure you do not receive further marketing.

Identity documents, bank statements and other supporting referencing documents are not automatically retained for six years; we delete them when their specific purpose has ended, subject to applicable legal requirements.

We may retain relevant records longer where necessary for an ongoing dispute, investigation, legal claim or statutory obligation. We review these exceptions and securely delete or anonymise information when it is no longer needed.

Village Estates Lettings Ltd, 91 Main Road, Sidcup, Kent, DA14 6ND
Registered Office: 55 Loudoun Road, London, United Kingdom, NW8 0DL
Registered in England and Wales No: 08605349





Who we share information with:

Data processors

Street CRM

This data processor does the following activities for us: To store and manage landlord, tenant and applicant records, enquiries, correspondence and tenancy information.

Goodlord

This data processor does the following activities for us: To carry out tenant and guarantor referencing and support tenancy applications and onboarding.

You said you wanted to add more data processors. Once you've downloaded or copy and pasted your privacy notice, add them above, in the same format.

Tenancy Deposit Scheme (TDS)

To protect tenancy deposits, arrange repayments and resolve deposit disputes.

Rent protection and legal expenses providers

To arrange cover, assess eligibility and handle arrears or legal claims.

Landlords, tenants and guarantors

To share relevant information needed to consider applications, arrange and manage tenancies, or administer guarantees.

External inventory clerks or inspection providers

To arrange appointments and prepare inventories, inspection reports and check-outs.

Utility suppliers and local councils

To notify changes of occupancy and support utility and council tax administration.

The Property Ombudsman

To investigate and resolve complaints.

Banks, payment providers and external accountants

To process payments, administer client accounts and maintain financial records.

Courts, regulators and public authorities

To meet legal obligations or respond to lawful requests and proceedings

How to complain

If you have any concerns about our use of your personal information, you can make a data protection complaint to us:

Email: village@village-lettings.co.uk

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

ICO Head Office

4th Floor, No.3 Circle Square

5 Hawkshaw Street

Village Estates Lettings Ltd, 91 Main Road, Sidcup, Kent, DA14 6ND
Registered Office: 55 Loudoun Road, London, United Kingdom, NW8 0DL
Registered in England and Wales No: 08605349





Manchester

M1 7BL

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>

Village Estates Lettings Ltd, 91 Main Road, Sidcup, Kent, DA14 6ND
Registered Office: 55 Loudoun Road, London, United Kingdom, NW8 0DL
Registered in England and Wales No: 08605349

