

## **Fairbank Estates Ltd – Privacy Policy (UK GDPR)**

Fairbank Estates Ltd is committed to protecting and respecting your privacy. This Privacy Policy explains how we collect, use, store, and protect personal data in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

### **1. Data Controller**

Fairbank Estates Ltd is the data controller responsible for your personal data.

Registered office: 11 The Gables, Ongar, Essex, CM5 0GA

Email: [enquiries@fairbankestates.com](mailto:enquiries@fairbankestates.com)

ICO Registration Reference: ZB274784

### **2. What Data We Collect**

We may collect and process personal data including (but not limited to):

- Names, addresses, contact details
- Identification and right-to-rent documentation
- Financial and payment information
- Tenancy, landlord, and property-related information
- Correspondence and communications

### **3. Lawful Basis for Processing**

We process personal data under the following lawful bases:

- Performance of a contract
- Compliance with legal obligations
- Legitimate interests
- Consent (where applicable)

### **4. How We Use Your Data**

Personal data is used for:

- Lettings and property management services
- Compliance with legal and regulatory requirements
- Communicating with landlords, tenants, contractors, and applicants
- Managing accounts, payments, and records

### **5. Data Sharing**

We may share data with:

- Referencing agencies
- Contractors and service providers
- Regulatory bodies where required by law

We do not sell personal data to third parties.

## 6. Data Retention

We retain personal data only for as long as necessary to fulfil our legal, contractual, and regulatory obligations.

## 7. Your Rights

You have the right to:

- Access your personal data
- Request correction or deletion
- Object to processing
- Request data portability
- Withdraw consent (where applicable)

## 8. Complaints

If you are unhappy with how we handle your data, you have the right to complain to the Information Commissioner's Office (ICO):

Website: <https://www.ico.org.uk>

Telephone: 0303 123 1113

## 9. Data Security

We take appropriate technical and organisational measures to protect personal data against unauthorised access, loss, or misuse.

## 10. Updates

This Privacy Policy may be updated from time to time. The latest version will always be available upon request or via our website.