



## **Privacy Notice (Tenants, Applicants & Guarantors)**

### **1. Who We Are**

Northgates Letting Agency is a letting and property management business acting on behalf of landlords.

Data Controller:

Nick Barford

Northgates Letting Agency

50 Northgate Street

Great Yarmouth

Norfolk

NR30 1BJ

Email: [yarmouth@north-gates.co.uk](mailto:yarmouth@north-gates.co.uk)

We are registered with the Information Commissioner's Office (ICO).

Registration Number: **ZA124658**

### **2. What This Privacy Notice Covers**

This notice explains how we collect, use, store, and share your personal data when you:

- Enquire about a property
- Apply for a tenancy
- Become a tenant or occupier
- Act as a guarantor

### **3. What Personal Data We Collect**

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

#### **Identity & Contact Information**

- Full name, address, phone number, email
- Date of birth, National Insurance number
- Identification documents (passport, driving licence)

#### **Financial & Employment Information**

- Income and employment details
- Bank account details
- Credit history and referencing reports

#### **Tenancy Information**

- Tenancy agreements and history

- Rent payments and arrears
- Deposit information

### **Property Management Information**

- Maintenance and repair records
- Inspection reports
- Complaints and disputes

### **Legal & Compliance Information**

- Right to Rent documentation
- Immigration status
- Council Tax and utility information

### **Communications**

- Emails, phone calls, messages, and correspondence

Special Category Data (where necessary)

- Health or vulnerability information (only where relevant and handled with additional care)

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

We collect personal data:

- Directly from you (applications, forms, communication)
- From third parties, including:
  - Referencing providers (e.g. Lettings in a Box)
  - Employers and previous landlords
  - Credit reference agencies
  - Local authorities and the Department for Work and Pensions
  - Utility providers
  - Property portals (e.g. Zoopla, Rightmove)

## **5. How We Use Your Data (Legal Basis)**

We process your personal data under the following lawful bases:

### **Contract**

To:

- Set up and manage your tenancy
- Collect rent and manage payments
- Arrange repairs and maintenance

### **Legal Obligation**

To:

- Carry out Right to Rent checks
- Protect tenancy deposits
- Comply with housing, safety, and tax legislation

### **Legitimate Interests**

To:

- Assess applicant suitability

- Manage tenancies effectively
- Prevent fraud and anti-social behaviour
- Recover unpaid rent or enforce tenancy terms

### **Vital Interests**

To protect you or others in emergency situations

### **Consent**

Where required, particularly for special category data

## **6. Sharing Your Data**

We only share your data where necessary and appropriate, including with:

- Landlords
- Referencing providers
- Contractors and maintenance providers
- Utility companies and service providers
- Local authorities and the Department for Work and Pensions
- Deposit protection schemes
- Insurers and financial organisations
- Professional advisers (e.g. accountants, solicitors)
- Debt recovery agencies
- Courts, regulators, and law enforcement where required

## **7. Utilities and Council Tax**

We may share your details with utility providers and local authorities to ensure correct billing and compliance. This is based on legitimate interests and legal obligations.

## **8. Data Retention**

We retain personal data:

- For the duration of your tenancy
- For up to 7 years after the tenancy ends (legal and tax requirements)
- For unsuccessful applications: up to 12 months

## **9. Data Security**

We take appropriate technical and organisational measures to protect your data, including:

- Secure digital systems
- Controlled access to information
- Confidential handling procedures

## **10. International Data Transfers**

Some of our service providers (e.g. email or cloud systems) may store data outside the UK.

Where this occurs, we ensure appropriate safeguards are in place in accordance with UK data protection law.

## **11. Your Rights**

Under data protection law, you have the right to:

- Access your personal data
- Request correction of inaccurate data
- Request erasure (where applicable)
- Restrict or object to processing
- Request data portability

To exercise your rights, please contact us using the details above.

## **12. Complaints**

If you have any concerns about how your data is handled, please contact us first.

You also have the right to complain to:

Information Commissioner's Office (ICO)  
Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF  
[www.ico.org.uk](http://www.ico.org.uk)

## **13. Updates to This Privacy Notice**

We may update this notice from time to time. The latest version will always be available on request or via our website.

**April 2026**