

## Privacy Notice for Landlords

Northgates Letting Agency is committed to protecting your personal data and respecting your privacy.

This notice explains how we collect, use, and store your personal information when you instruct us to let or manage your property.

## Who We Are

Northgates Letting Agency is the data controller responsible for your personal data.

### Contact details:

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

 50 Northgate Street, Great Yarmouth, Norfolk, NR30 1BJ

We are registered with the Information Commissioner's Office (ICO) under registration number **ZA124658**.

## What Information We Collect

We may collect and process the following data:

- Identity Data (name, date of birth)
- Contact Data (address, email, telephone number)
- Property Data (details of your property and tenancy arrangements)
- Financial Data (bank details, rental income, payment records)
- Compliance Data (certificates, legal documentation)
- Communication Data (emails, calls, instructions, correspondence)

## How We Use Your Data

We use your personal data to:

- Market and let your property
- Source and reference tenants
- Prepare tenancy agreements and documentation
- Collect and remit rent
- Arrange repairs, maintenance, and inspections
- Manage compliance with legal obligations
- Communicate with you regarding your property and tenancy

## **Lawful Basis for Processing**

We process your data under:

- Performance of a contract
- Legal obligations
- Legitimate interests (running our business and managing your property)

## **Who We Share Your Data With**

We may share your data, where necessary, with:

- Prospective and approved tenants
- Referencing providers
- Deposit protection schemes
- Contractors and maintenance providers
- Utility providers and local authorities
- Legal, regulatory, or government bodies
- Accountants or professional advisers

We only share your data where necessary and proportionate.

## **Data Security**

We take appropriate measures to protect your personal data and restrict access to authorised individuals only.

## **Data Retention**

We retain your data for as long as necessary to provide our services and comply with legal obligations, typically for **up to 7 years** after the end of the tenancy.

## **Marketing**

We may contact you with information about our services or updates relevant to your property.

You can opt out of marketing communications at any time.

## **Your Rights**

You have the right to:

- Access your personal data
- Request correction of inaccurate data
- Request deletion (where applicable)
- Object to processing
- Restrict processing in certain circumstances

To exercise your rights, contact us at:

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



## **Complaints**

If you are unhappy with how your data is handled, please contact us in the first instance.

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

 [www.ico.org.uk](http://www.ico.org.uk)

## **Updates to This Notice**

This Privacy Notice may be updated from time to time to reflect changes in legislation or our services.

**April 2026**