

Privacy Notice for Tenants, Residents and Guarantors

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 use our services or visit our website.

Who We Are

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

Contact details:

 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, phone number)
- Financial Data (income, affordability, rent payments)
- Tenancy Data (application details, references, agreements)
- Technical Data (website usage, IP address)
- Communication Data (emails, enquiries, feedback)



How We Use Your Data

We use your personal data to:

- Process applications and carry out referencing
- Manage tenancies and property services
- Carry out Right to Rent and identity checks
- Arrange contracts, deposits, and compliance documentation
- Communicate with you regarding your tenancy
- Comply with legal and regulatory obligations

Lawful Basis for Processing

We process your data under:

- Performance of a contract
- Legal obligations
- Legitimate interests (running our business)

Who We Share Your Data With

We may share your data, where necessary, with:

- Landlords
- Referencing providers (including Lettings in a Box) and credit reference agencies (where applicable)
- Deposit protection schemes (e.g. DPS)
- Utility providers and local authorities
- Contractors and maintenance providers
- Legal and regulatory bodies
- Debt recovery agencies (where required)

We only share information where necessary and proportionate.

Data Security

We take appropriate security measures to protect your personal data and restrict access to authorised persons 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 a tenancy.

Marketing

You may receive marketing communications from us if you have requested information or services.

You can opt out at any time by:


- Clicking unsubscribe in emails
- Contacting us directly

Your Rights

You have the right to:

- Access your personal data
- Request correction of inaccurate data
- Request deletion (where applicable)
- Object to processing
- Withdraw consent for marketing

To exercise your rights, contact us at:

 yarmouth@north-gates.co.uk



Data Protection Complaints

If you have any concerns about how we collect, use, store or share your personal data, please contact us in the first instance:

Northgates Letting Agency

50 Northgate Street

Great Yarmouth

Norfolk NR30 1BJ

Email: yarmouth@north-gates.co.uk

We will acknowledge your complaint within 30 days and investigate and respond without undue delay.

If you remain dissatisfied, you have the right to complain to the Information Commissioner's Office (ICO):

 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.

June 2026