

Privacy Notice

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

This Privacy Notice explains how we collect and use personal data when you visit our website or contact us.

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

When you use our website or contact us, we may collect:

- Identity Data (name)
- Contact Data (email address, telephone number)
- Technical Data (IP address, browser type, device information)
- Usage Data (how you use our website)
- Communication Data (messages, enquiries, feedback)

How We Collect Your Data

We collect data through:

- Forms submitted on our website
- Emails, phone calls, and enquiries
- Property portal enquiries (e.g. Zoopla, Rightmove)
- Automated technologies such as cookies

How We Use Your Data

We use your personal data to:

- Respond to enquiries
- Provide information about our services
- Manage property enquiries and applications
- Improve our website and services
- Comply with legal and regulatory obligations

Lawful Basis for Processing

We process your data under:

- Legitimate interests (responding to enquiries and running our business)
- Performance of a contract (where services are provided)
- Legal obligations

Who We Share Your Data With

We may share your data, where necessary, with:

- Property portals and marketing platforms
- Referencing providers
- Landlords or tenants (where relevant)
- Contractors and service providers
- Legal or regulatory bodies

We only share your data where necessary and proportionate.

Cookies

Our website may use cookies to improve user experience and analyse website traffic.

You can control or disable cookies through your browser settings.

Data Security

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

Data Retention

We retain personal data only for as long as necessary to fulfil the purposes we collected it for, including legal, regulatory, and accounting requirements.

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, please contact us at:

 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

Other Privacy Notices

If you engage with our services, additional privacy notices may apply:

- Privacy Notice for Tenants, Residents and Guarantors
- Privacy Notice for Landlords

Updates to This Notice

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

April 2026