

Privacy Policy

Eden Lettings & Property Management Ltd

Last Updated: June 2026

1. Who We Are

Eden Lettings & Property Management Ltd is a private limited company established in 2012 and based in Brixham, Devon. We are committed to protecting and respecting your privacy and to handling your personal data lawfully, fairly, and transparently.

For the purposes of the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018, Eden Lettings & Property Management Ltd is the data controller responsible for your personal data.

Contact Details

Eden Lettings & Property Management Ltd

Grosvenor House 1, New Road, Brixham, Devon, TQ5 8LZ

Email: info@eden-lettings.co.uk

Telephone: [07740 276 072](tel:07740276072)

Company Name: Eden Lettings & Property Management Ltd

Registered Address: Grosvenor House 1, New Road, Brixham, Devon, TQ5 8LZ

ICO Registration Number: Z302718X

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

Professional Memberships

We are members of:

- The Property Ombudsman (TPO)
- A Government-approved Client Money Protection (CMP) Scheme

We may share personal data with these organisations where necessary for compliance, auditing, dispute resolution, complaint handling, or to fulfil our regulatory obligations.

Data Protection Contact

For any questions regarding this Privacy Policy or the way we process your personal data, please contact:

Email: info@eden-lettings.co.uk

Telephone: [07740 276 072](tel:07740276072)

2. What Personal Data We Collect

As a letting and property management agency, we collect and process personal data relating to landlords, tenants, prospective tenants, guarantors, contractors, suppliers, and website visitors.

Information You Provide Directly

We may collect:

- Full name, title, date of birth, and contact details.
- Residential and correspondence addresses.
- Email addresses and telephone numbers.
- Proof of identity documents, such as passports or driving licences.
- Financial information, including bank account details, income information, and payment records.
- Employment details and references.
- Guarantor information, including identity, financial, and employment details.
- Property ownership information.
- Correspondence, enquiries, and communications with us.
- Information relevant to tenancy applications and tenancy management.

Information Collected Automatically

When you use our website, we may automatically collect:

- IP address.
- Browser type and version.
- Device information.
- Operating system.
- Website usage data.
- Pages visited and time spent on the website.
- Referring websites and search terms.

Information Received from Third Parties

We may obtain personal information from:

- Employers and referees.

- Previous landlords and letting agents.
- Credit reference agencies.
- Right to Rent verification providers.
- Fraud prevention agencies.
- Deposit protection providers.
- Government departments and public authorities.
- Contractors and professional advisers.

3. Our Lawful Basis for Processing

We process personal data only where permitted by law.

Contract

Processing necessary to:

- Enter into a tenancy agreement.
- Enter into a landlord management agreement.
- Administer and perform our contractual obligations.

Legal Obligation

Processing necessary to comply with legal requirements, including:

- Right to Rent obligations.
- Housing and tenancy legislation.
- Deposit protection requirements.
- Tax and accounting obligations.
- Anti-money laundering requirements.
- Court orders and lawful requests from authorities.

Legitimate Interests

Processing necessary for our legitimate business interests, including:

- Managing our business operations.
- Fraud prevention and risk management.

- Maintaining accurate records.
- Communicating with landlords, tenants, contractors, and suppliers.
- Improving our services and website.

Where we rely on legitimate interests, we ensure your rights and interests are not overridden.

Consent

Where required by law, we will obtain your consent before processing your data. You may withdraw consent at any time.

4. How We Use Your Personal Data

We may use your personal data to:

- Assess and process tenancy applications.
- Carry out identity verification and reference checks.
- Conduct credit checks where appropriate.
- Perform Right to Rent checks.
- Conduct anti-money laundering (AML), identity verification, sanctions screening, and fraud prevention checks where required by law.
- Create and administer tenancy agreements.
- Manage landlord contracts and property management services.
- Arrange maintenance, inspections, repairs, and contractor visits.
- Collect, transfer, and account for rental payments.
- Protect tenancy deposits in authorised deposit protection schemes.
- Register deposits with the Deposit Protection Service (DPS) or another authorised tenancy deposit protection scheme where required.
- Communicate with you regarding your tenancy, property, or enquiry.
- Maintain records relating to properties and tenancies.
- Comply with legal and regulatory obligations.
- Prevent fraud and unlawful activity.

- Manage complaints, disputes, legal proceedings, and regulatory matters.
- Fulfil obligations arising from membership of professional bodies, redress schemes, and client money protection providers.
- Improve our website and services.
- Send marketing communications where permitted by law.

5. Cookies

Our website uses cookies and similar technologies to improve functionality and user experience.

The types of cookies we may use include:

Essential Cookies

Required for the operation of the website.

Analytics Cookies

Used to understand how visitors interact with our website and improve performance.

Marketing Cookies

Used only where you have given consent for marketing or advertising purposes.

Non-essential cookies, including analytics and marketing cookies, will only be placed on your device where you have provided your consent through our cookie consent banner or consent management system.

You can manage cookie preferences through your browser settings and our cookie consent tools and may withdraw your consent at any time.

Further information is available in our Cookie Policy.

6. Sharing Your Personal Data

We may share personal data with:

Landlords

To administer and manage tenancies.

Referencing and Credit Agencies

To conduct tenant referencing and affordability assessments.

Contractors and Maintenance Providers

To arrange repairs, maintenance, inspections, and property services.

Deposit Protection Providers

Where required by law to protect tenancy deposits, including the Deposit Protection Service (DPS) and other authorised tenancy deposit protection providers.

Professional Advisers

Including solicitors, accountants, insurers, debt recovery agents, and other professional advisers.

Professional Bodies and Redress Schemes

We may share personal data with:

- The Property Ombudsman (TPO)
- Client Money Protection providers
- Auditors and compliance assessors

Where necessary to investigate complaints, resolve disputes, verify compliance, conduct audits, or fulfil regulatory obligations.

Government and Public Authorities

Including HMRC, local authorities, courts, tribunals, law enforcement agencies, and regulatory bodies where required by law.

Fraud Prevention Agencies

For fraud prevention and security purposes.

Service Providers

Including:

- Website hosting providers.
- Cloud storage providers.
- Property management software providers.
- Email service providers.
- IT support providers.

We require all third parties to process personal data securely and lawfully.

We do not sell personal data to third parties.

If our business is sold, transferred, merged, or restructured, personal data may be transferred as part of that transaction.

7. International Transfers

Some of our service providers may process data outside the United Kingdom.

Where this occurs, we ensure appropriate safeguards are in place, including:

- UK International Data Transfer Agreements (IDTAs).
- UK-approved Standard Contractual Clauses.
- Transfers to countries recognised as providing adequate protection.

8. How Long We Keep Your Data

Record Type	Retention Period
Unsuccessful tenancy applications	6 months
Tenancy records and tenancy files	6 years after tenancy ends
Financial and accounting records	6 years
Right to Rent records	2 years after tenancy ends
Complaints and dispute records	6 years after resolution
Website enquiries	2 years
Marketing consent records	Duration of consent plus 1 year

We retain personal data only for as long as necessary.

At the end of the applicable retention period, data will be securely deleted or anonymised.

9. Your Rights

Under UK GDPR, you have the right to:

- Access your personal data.
- Correct inaccurate or incomplete data.
- Request deletion of personal data in certain circumstances.
- Restrict processing in certain circumstances.
- Receive your data in a portable format where applicable.
- Object to processing based on legitimate interests.
- Object to direct marketing.
- Withdraw consent at any time where processing is based on consent.
- Challenge decisions made solely by automated means where applicable.
- Lodge a complaint with the Information Commissioner's Office (ICO).

Before responding to certain requests, we may ask for proof of identity to protect personal information from unauthorised access.

We will normally respond to requests within one month.

10. Marketing Communications

We may send information about our services where permitted by applicable data protection and privacy laws.

You may opt out of marketing communications at any time by:

- Clicking the unsubscribe link in marketing emails.
- Contacting us directly.

Opting out of marketing communications will not affect service-related communications necessary to manage tenancies, properties, contracts, or legal obligations.

11. How to Make a Complaint

If you have concerns about how we process your personal data, please contact us using the details provided in Section 1.

We will investigate and respond as promptly as possible.

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

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Telephone: [0303 123 1113](tel:03031231113)

Information Commissioner's Office (ICO)

12. Security of Your Data

We take appropriate technical and organisational measures to protect personal data against accidental loss, unauthorised access, disclosure, alteration, or destruction.

Measures include:

- Secure storage systems.
- Password-protected devices and software.
- Access controls and permissions.
- Staff training and confidentiality obligations.
- Secure disposal of documents and records.

Personal Data Breaches

We maintain procedures to identify, investigate, manage, and respond to personal data breaches.

Where required by law, we will notify the Information Commissioner's Office and affected individuals without undue delay.

While we strive to protect your personal data, transmission of information over the internet cannot be guaranteed to be completely secure. Any transmission is at your own risk.

13. Children's Data

Our services are not directed at children.

We do not knowingly collect personal data from children except where information is provided as part of a tenancy application, tenancy arrangement, guarantor arrangement, or related property matter.

14. Changes to This Privacy Policy

We may update this Privacy Policy from time to time.

Any updates will be published on this page and will take effect immediately upon publication unless otherwise stated.

We recommend checking this page periodically to remain informed about how we protect your personal data.

Eden Lettings & Property Management Ltd

Registered in England and Wales

ICO Registration Number: Z302718X