



ACG PROPERTY TERMS & CONDITIONS

Privacy Notice – ACG Property Lettings & Management Ltd

Last updated: May 2025

At ACG Property Lettings & Management, we care about your privacy and are committed to protecting your personal data. This notice explains what information we collect, how we use it, and your rights under data protection law. All potential tenants are pre-screened before viewings to ensure we attract high-quality applicants.

Our Contact Details

If you have any questions about this notice or the way we handle your data, you can reach us at:

Phone: 01332 955185 Email: info@acgproperty.co.uk

For full management services, pricing depends on your property's specific requirements—please contact us for a tailored quote.

How We Collect Your Information

We collect your personal information in a few different ways:

- When you get in touch via our website, email, or phone
- When you visit us in person
- When you register for property alerts or valuations
- When you follow or message us on social media
- Through surveys or newsletter sign-ups

We may also collect some technical information when you visit our website (like your IP address, browser details, and the pages you visit).

What Information We Collect

Depending on how you interact with us, we may collect:

- Your name, contact details, and address
 - Date of birth and occupation
 - Payment information (e.g. for rent or deposit transfers)
 - Identification documents (where legally required)
 - Your preferences for marketing and communication
- In some specific situations, and only when necessary, we may collect information relating to:
- Racial or ethnic origin
 - Sexual orientation (e.g. where required for tenancy equality monitoring)
- We only collect what's relevant and needed for our services.

Why We Use Your Information

We use your information to:

- Help you find or manage a property
- Handle valuations and viewings
- Maintain tenancy or landlord records
- Process payments and legal documentation
- Keep in touch via marketing (if you've opted in)
- Comply with legal obligations (e.g. referencing or anti-money laundering checks)

Our Legal Basis for Using Your Data

Under data protection laws, we must have a legal reason to use your data. These include:

- Consent – You've agreed to us using your data (e.g. for marketing updates). You can withdraw this anytime.
- Contract – We need the data to deliver our service to you or prepare to do so.
- Legal obligation – We're required to hold or share data to meet legal duties.

Each purpose may involve one or more of these legal bases.

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Your Rights

You have a number of rights under UK data protection law. These include:

- Right to access – You can request copies of the data we hold about you
- Right to rectification – You can ask us to fix any inaccurate or incomplete data
- Right to erasure – You can ask us to delete your information (in some cases)
- Right to restrict processing – You can limit how we use your data
- Right to object – You can object to us using your data in some circumstances
- Right to data portability – You can ask for your data to be transferred to you or another provider
- Right to withdraw consent – Where we rely on your consent, you can take it back anytime

To exercise any of these rights, just contact us using the details above. We aim to respond within one month.

Where Your Data Comes From

Most of the information we hold comes directly from you. In some cases, we may also gather data from:

- Credit reference agencies (e.g. for tenant checks)
- Other publicly available sources (e.g. Companies House)

How Long We Keep Your Data

We only keep your personal data for as long as necessary. This depends on:

- Our legal obligations
- The nature of our relationship with you
- Whether you ask us to delete your data

We regularly review our retention periods to ensure they're appropriate.

Who We Share Your Information With

We only share your personal data when necessary, including with:

- Legal or regulatory bodies (where required)
- Service providers who help us deliver our property services (e.g. referencing agencies, contractors)
- Payment providers or banks for transactions

We never sell your information and only share what's strictly needed.

Making a Complaint

We always aim to handle your data fairly and transparently. If you have concerns, please contact us directly first.

If you're not satisfied with our response, you can also complain to the Information Commissioner's Office (ICO):

ICO Contact Details:

Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF 0303 123 1113
www.ico.org.uk/make-a-complaint