



PRIVACY POLICY

Our contact details

Name: START Lettings Limited

Registered Address: 18 High Street, Budleigh Salterton, Devon EX9 6LQ

Phone Number: 07564 848 564

E-mail: info@startlettings.co.uk

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The type of personal information we collect

We currently collect and process the following information:

- Full names and dates of birth
- Telephone numbers and email addresses
- Current and previous addresses
- Employment details
- Copies of documents for ID or Right To Rent purposes (e.g. Passport, Driving Licence, Birth Certificate, Share Codes)
- Tenant references (including employment, previous landlord, and guarantor references)
- Guarantor (where applicable) and next of kin names, addresses and contact details
- Proof of Ownership documents (e.g. Land registry, Solicitor completion letters)
- Sanctions and Politically Exposed Persons (PEP) checks

How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- Registration of a new landlord or property
- Application for a tenancy at a rented property
- Alteration of an existing tenancy (e.g. Adding or removing of a tenant from the agreement)
- Registration of tenants with Councils and utility companies

We use the information that you have given us in order to

- Ensure a property meets all legal requirements in order to rent
- Complete contracts and terms of business for the letting of a property
- Undertake tenant referencing for a new tenancy
- Complete a tenancy agreement for a new tenancy
- Contact guarantors or next of kin in case of default or emergency

We may share this information with

- Contractors and suppliers where relevant
- Councils and utility companies
- HMRC
- Police and other authorities

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

(a) Your consent. You are able to remove your consent at any time. You can do this by contacting START Lettings Limited

(b) We have a contractual obligation.

(c) We have a legal obligation.

(d) We have a vital interest.

(e) We need it to perform a public task.

(f) We have a legitimate interest.

How we store your personal information

Your information is securely stored on our data servers, which are password protected.

We keep all supplied personal information for the duration of the tenancy, and beyond where legally required. We will then dispose of your information by permanently deleting from the servers.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at info@startlettings.co.uk if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us by post to START Lettings Limited, c/o 18 High Street, Budleigh Salterton, Devon EX9 6LQ, by telephone on 07564 848 564, or by email to info@startlettings.co.uk

You do not need to use specific legal language or quote sections of the law to make a valid complaint. When making a complaint, please provide as much detail as possible to help us understand the issue. If we are unclear about the nature of your concern, we will contact you for clarification as quickly as possible.

We will acknowledge receipt of your data protection complaint within 30 days, carry out a thorough and fair investigation without undue delay, keep you updated on the progress (especially if it is likely to take some time to resolve), and provide you with a clear outcome, explaining what we have done to resolve your complaint, and provide you with enough information to understand how we reached our conclusion.

You can also complain to the ICO if you are still unhappy with how we have used your data.

The ICO's address: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>