



## **PRIVACY POLICY**

Banks Wilson Lettings & Property Management

Last updated: 16/02/2026

Next review: 15/02/2027

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### **Who We Are**

Banks Wilson Lettings & Property Management (“we”, “us”, “our”) is a lettings and property management business based in Brighton.

**Data Controller:** Zoe Banks

Business address: 15 West Street, Brighton, BN1 2RL

Email: [zoe@bankswilsonproperty.co.uk](mailto:zoe@bankswilsonproperty.co.uk)

Telephone: 01273 957200

ICO Registration Number: ZB687224

For the purposes of the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018, Zoe Banks is the Data Controller responsible for your personal data.

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### **The Personal Data We Collect**

We may collect and process the following personal data:

#### **Landlords**

Full name

Contact details (address, email, telephone number)

Bank account details

Proof of ownership documentation

Identification documents

Mortgage and insurance information

## **Tenants and Prospective Tenants**

Full name  
Date of birth  
Current and previous addresses  
Contact details  
Employment and income information  
Bank account details  
Credit and referencing information  
Identification documents  
Right to Rent documentation  
Guarantor details

## **Contractors and Suppliers**

Business name  
Contact details  
Insurance documentation  
Bank details

## **Website Users**

IP address  
Browser type  
Cookies and analytics data

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## **How We Collect Your Data**

We collect personal data:

Directly from you via enquiries, viewings, applications, and contracts  
Through tenant referencing agencies  
From credit reference agencies  
From Right to Rent checks  
Via our website forms  
From property portals and advertising platforms

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## **Lawful Bases for Processing**

We process personal data under the following lawful bases:

**Contract** – to perform tenancy agreements and management contracts

**Legal obligation** – to comply with Right to Rent, anti-money laundering, housing and tax laws

**Legitimate interests** – to operate and improve our lettings and property management services

**Consent** – for marketing communications where required

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## **How We Use Personal Data**

We use personal data to:

- Market and let properties
- Conduct referencing and affordability checks
- Prepare tenancy agreements
- Protect and register deposits
- Manage properties and arrange repairs
- Collect and transfer rent payments
- Comply with legal and regulatory obligations
- Communicate with landlords, tenants, contractors and authorities

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## **Sharing Your Data**

We may share personal data with:

- Tenant referencing agencies
- Credit reference agencies
- Deposit protection schemes
- Maintenance contractors
- Legal advisers and accountants
- Local authorities
- HM Revenue & Customs
- IT and cloud storage providers

Where tenancy deposits are protected, we may share data with a government-  
authorised scheme My Deposits.

We only share information where necessary and ensure appropriate safeguards are in  
place.

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## **Data Retention**

We retain personal data only for as long as necessary:

- Tenancy agreements and management records: up to 7 years after the end of the  
contract
  - Financial records: 6 years for tax purposes
  - Right to Rent documents: duration of tenancy plus 1 year
  - Marketing data: until consent is withdrawn
- After this period, data will be securely deleted or anonymised.
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## **Data Security**

We implement appropriate security measures, including:

- Password-protected systems
- Secure cloud-based storage
- Restricted access to personal data
- Secure disposal of documents
- Encrypted devices where appropriate

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## **International Transfers**

We do not transfer personal data outside the UK unless appropriate legal safeguards are in place.

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## **Your Rights**

Under UK GDPR, you have the right to:

- Request access to your personal data
- Request correction of inaccurate data
- Request erasure (where applicable)
- Restrict or object to processing
- Request data portability
- Withdraw consent where processing is based on consent

You also have the right to lodge a complaint with:

Information Commissioner's Office

Website: <https://www.ico.org.uk>

Telephone: 0303 123 1113

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## **Marketing**

We may send marketing communications to landlords and prospective landlords where permitted by law. You may opt out at any time by:

- Clicking the unsubscribe link in emails

- Contacting us directly

We do not sell personal data.

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## **Cookies**

Our website may use cookies to improve functionality and user experience. You can manage cookies via your browser settings. Further information is available in our Cookie Policy.

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### **Changes to This Policy**

This policy is reviewed annually and the next review date is 15/02/2027.