

ACQUIRE.

RESIDENTIAL LETTINGS & PROPERTY MANAGEMENT

Privacy Notice

Effective 16 June 2026

This privacy notice explains how we collect, use and protect your personal information when you use our estate and lettings services.

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SECTION 1

Contact Details

Company	Acquire Estate Agents
Address	278 Battersea Park Road, London, SW11 3BS
Telephone	0207 228 2629
Email	info@acquireliving.co

SECTION 2

What Information We Collect, Use, and Why

As an estate and lettings agent, we collect and use personal information in connection with:

- Buying, selling, letting and renting property
- Property management services
- Tenant referencing and checks
- Legal and regulatory compliance (including Anti-Money Laundering)

Information we collect or use

- Names and contact details
- Addresses (current and previous)
- Date of birth
- Identification documents (e.g. passport, driving licence)
- Proof of address
- Financial information (income, bank details, affordability)
- Credit history and referencing information
- Employment details
- Tenancy history
- Property ownership details
- Viewing history and preferences
- Correspondence and records of communication
- Call / video recordings and CCTV / images (e.g. office or property viewings)
- Information relating to compliments or complaints

Special category & criminal offence data

To prevent, detect, investigate or prosecute financial crimes (such as identity theft or fraud) and to comply with statutory legal requirements, we may collect and process criminal offence data, including Disclosure and Barring Service (DBS) or equivalent regional checks.

SECTION 3

Lawful Bases and Data Protection Rights

Under UK data protection law, we must have a “lawful basis” for collecting and using your personal information. There is a list of possible lawful bases in the UK GDPR. You can find out more about lawful bases, your rights and the exemptions that may apply on the [ICO's website](#).

Which lawful basis we rely on may affect your data protection rights, which are set out in brief below:

- **Your right of access** — you can ask us for copies of your personal information, and for details such as where we get it from and who we share it with. Some exemptions may mean you do not receive everything you ask for.
- **Your right to rectification** — you can ask us to correct or complete personal information you think is inaccurate or incomplete.
- **Your right to erasure** — you can ask us to delete your personal information.
- **Your right to restriction of processing** — you can ask us to limit how we use your personal information.
- **Your right to object to processing** — you can object to the processing of your personal data.
- **Your right to data portability** — you can ask us to transfer the personal information you gave us to another organisation, or to you.
- **Your right to withdraw consent** — where we rely on consent, you can withdraw it at any time.

If you make a request, we must respond without undue delay and in any event within one month. **To make a request, please contact us using the details in Section 1.**

Our lawful bases for collecting and using your data

Our lawful bases for collecting or using personal information to provide our services are:

- **Consent** — we have your permission after giving you all the relevant information. All of your data protection rights may apply, except the right to object — and you can withdraw consent at any time.
- **Contract** — we need the information to enter into or carry out a contract with you. All of your data protection rights may apply, except the right to object.
- **Legal obligation** — we need the information to comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.

We may also share personal information with a public authority or another organisation where they need it for their public tasks or official functions (the “public task disclosure response condition”), or where we need to prevent, detect or investigate a crime, including the apprehension and prosecution of offenders (the “crime condition”).

SECTION 4

Where We Get Personal Information From

- Directly from you
- Landlords, tenants, buyers and sellers
- Referencing agencies and background checks
- Credit reference agencies
- Solicitors and conveyancers
- Mortgage brokers and financial advisors
- Public sources (e.g. HM Land Registry)

SECTION 5

How Long We Keep Information

We retain personal data only as long as necessary, including:

Record type	Retention period
Clients and customers	Up to 6 years after the relationship ends

Record type	Retention period
Tenancy records	Up to 6 years after the tenancy ends
Financial records	6 years (legal requirement)
AML records	5 years (legal requirement)

SECTION 6

Who We Share Information With

Joint data controllers

When you apply to rent or let a property through us, Acquire Estate Agents and the relevant property landlord act as **joint data controllers**. This means we jointly determine how your personal data is handled to set up, carry out and manage the tenancy agreement.

- **Our responsibility** — collecting application data, arranging independent tenant referencing, verifying your Right to Rent, and issuing transparency information (such as this Privacy Notice).
- **The landlord's responsibility** — securely handling any information we pass to them (such as reference outcomes or identity details) to make decisions on the tenancy and meet their own legal duties as a property owner.
- **Exercising your rights** — while both parties are legally responsible for protecting your data, you can contact us directly using the details in Section 1 to exercise any of your rights regarding the tenancy.

Data processors

We use third-party data processors to deliver specific elements of our services. These only act on our strict, documented instructions:

- **CRM & software providers** — to securely host and maintain our customer database and tenancy records.
- **Independent referencing agencies** — to perform credit checks, employment verification, background checks and affordability assessments on our behalf.

Others we share personal information with

- Legal representatives, solicitors or conveyancers representing parties in a transaction.
- Utility companies and local councils (for council tax purposes) at the start or end of a tenancy.
- Deposit protection schemes (e.g. DPS, TDS or MyDeposits).
- Financial or fraud investigation authorities, external auditors, or law enforcement bodies where we are under a statutory legal obligation to do so.

SECTION 7

Sharing Information Outside the UK

As an estate and lettings agent, we may occasionally need to transfer personal information outside the UK. This occurs when we share tenant application details, referencing outcomes or tenancy updates with property landlords who are permanently or temporarily based overseas.

Because these transfers are made directly to individual landlords to progress a specific property application or manage a tenancy, we rely on **UK GDPR Article 49 Derogations (Exceptions)**. Specifically, these transfers are permitted because they are necessary for the performance or conclusion of a contract between you, ourselves and the landlord, ensuring your tenancy or property transaction can proceed.

SECTION 8

How to Complain

If you have any concerns about our use of your personal information, you can make a data protection complaint to us:

Email: info@acquireliving.co
Telephone: 0207 228 2629

Post: 278 Battersea Park Road, London, SW11 3BS

If you remain unhappy with how we have used your data after raising a complaint with us, you can also complain to the Information Commissioner's Office (ICO):

Information Commissioner's Office

Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Helpline: **0303 123 1113**

Website: ico.org.uk/make-a-complaint