

Privacy Policy

Simpson and West Lettings Ltd

Effective Date: 18 March 2026

Simpson and West Lettings Ltd (“we”, “us”, or “our”) is committed to protecting and respecting your privacy. This policy explains how we collect, use, and protect your personal data in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

1. Who We Are

Simpson and West Lettings Ltd is a property lettings and management company operating in the United Kingdom.

Contact details:

Email: info@simpsonandwest.com

Phone: 01623 882883

Address: Ransom Hall, Ransom Wood Business Park, Mansfield, NG21 0HJ

2. What Information We Collect

We may collect and process the following types of personal data:

a) Tenants and Applicants

Full name, date of birth

Contact details (email, phone, address)

Employment and income details

References (e.g. landlord/employer)

Identification documents (passport, driving licence)

Financial information (bank details, credit checks)

b) Landlords

Name and contact details

Property ownership details

Bank details for rental payments

c) Website Users

IP address

Browser type and usage data

Cookies (see section 9)

3. How We Use Your Information

We use your personal data to:

Process tenancy applications

Carry out referencing and credit checks

Manage tenancy agreements

Collect and process rent payments

Maintain communication with tenants and landlords

Comply with legal and regulatory obligations

Improve our services and website

4. Legal Basis for Processing

We rely on the following legal bases under UK GDPR:

Contractual necessity – to fulfil tenancy agreements

Legal obligation – for compliance with laws (e.g. Right to Rent checks)

Legitimate interests – for running and improving our business

Consent – where required (e.g. marketing communications)

5. Sharing Your Information

We may share your data with:

Referencing agencies

Credit check providers

Maintenance contractors

Legal and regulatory bodies

Deposit protection schemes

Utility providers (where applicable)

We ensure all third parties respect your data and comply with data protection laws.

6. Data Retention

We only retain your personal data for as long as necessary:

Tenancy records: typically up to 6 years after tenancy ends

Financial records: as required by HMRC

Marketing data: until consent is withdrawn

7. Your Rights

Under UK data protection law, you have the right to:

Access your personal data

Request correction of inaccurate data

Request deletion of your data

Object to processing

Restrict processing

Data portability

Withdraw consent (where applicable)

To exercise these rights, contact us using the details above.

8. Data Security

We take appropriate measures to protect your data, including:

Secure storage systems

Restricted access to personal data

Use of encrypted systems where appropriate

9. Cookies

Our website may use cookies to:

Ensure the website functions properly (essential cookies)

Analyse website traffic and usage (analytics cookies)

Improve user experience

Non-essential cookies will only be set with your consent.

10. Complaints

If you are unhappy with how we handle your data, you can contact:

Information Commissioner's Office (ICO)

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

11. Changes to This Policy

We may update this policy from time to time. The latest version will always be available upon request or on our website.

12. Contact Us

If you have any questions about this policy, please contact:

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