

Privacy Policy
K&M Property Management Agents
Effective Date: 2026

K&M Property Management Agents ("we," "us," or "our") is committed to protecting and respecting your privacy in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

This Privacy Policy explains how we collect, use, store, and protect your personal information when you interact with our services, website, and communications.

1. Information We Collect

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

- **Personal Identification Information:** Name, address, email address, phone number, date of birth
 - **Identity Documents:** Passport, visa, biometric residence permit, or other identification documents
 - **Tenancy Information:** Rental history, employment details, references
 - **Financial Information:** Bank details, payment history, credit checks
 - **Right to Rent Information:** Immigration status and eligibility to rent in the UK
 - **Property Information:** Details relating to properties you own, rent, or manage through us
 - **Communication Data:** Records of correspondence via email, phone, or other channels
 - **Website Usage Data:** IP address, browser type, and pages visited (if applicable)
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2. How We Use Your Information

We use your personal data for the following purposes:

- To manage and administer property lettings and management services
 - To process tenancy applications, agreements, and payments
 - To carry out **Right to Rent checks** as required under UK immigration law
 - To verify identity and prevent fraud
 - To communicate with landlords, tenants, contractors, and third parties
 - To comply with legal and regulatory obligations
 - To improve our services and customer experience
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3. Legal Basis for Processing

We process your personal data under the following lawful bases:

- **Contractual necessity** – to perform our obligations in tenancy and property management agreements
- **Legal obligation** – including compliance with Right to Rent legislation, anti-money laundering checks, and housing laws

- **Legitimate interests** – for business operations, fraud prevention, and service improvement
 - **Consent** – where required, such as for marketing communications
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4. Right to Rent Checks

Under the Immigration Act 2014, we are legally required to verify that all tenants have the right to rent property in England.

This involves:

- Collecting and reviewing original identification documents
- Making copies and securely storing records
- Conducting follow-up checks where required

Your data will only be used for this purpose and retained in accordance with legal requirements.

5. Sharing Your Information

We may share your personal data with:

- Landlords and tenants (where necessary for tenancy arrangements)
- Referencing and credit check agencies
- Contractors and maintenance providers
- Deposit protection schemes
- Legal, regulatory, and government authorities (including Home Office where required)
- IT providers and business service partners

All third parties are required to respect the security of your personal data and process it lawfully.

6. ICO Registration

K&M Property Management Agents is registered with the Information Commissioner's Office (ICO) as a data controller. We process personal data in accordance with UK data protection laws.

Details of our registration can be provided upon request.

7. Data Retention

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

- For the duration of tenancy agreements
 - To comply with legal obligations (typically up to 6 years after the end of a tenancy)
 - For Right to Rent records as required by law
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8. Data Security

We implement appropriate technical and organisational measures to protect your personal data, including:

- Secure storage systems
 - Restricted access to authorised personnel
 - Data encryption where appropriate
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9. Your Rights

Under UK GDPR, you have the right to:

- Access your personal data
- Request correction of inaccurate or incomplete data
- Request erasure of your data (where applicable)
- Restrict or object to processing
- Request data portability
- Withdraw consent at any time

To exercise your rights, please contact us using the details below.

You also have the right to lodge a complaint with the Information Commissioner's Office (ICO).

10. Cookies and Website Tracking

If you use our website, we may use cookies and similar technologies to improve functionality and analyse usage. You can control cookies through your browser settings.

11. Changes to This Privacy Policy

We may update this Privacy Policy periodically. Updates will be posted with a revised effective date.

12. Contact Us

If you have any questions or wish to exercise your data protection rights, please contact us:

K&M Property Management Agents
charlie@kandmpropertymanagement.com
01772 915233

We are committed to safeguarding your personal data and maintaining transparency in how we process your information.