

Privacy Policy

Martin Pendered & Co Ltd

1. Who We Are

Martin Pendered & Co Ltd (“we”, “us”, “our”) is a professional letting and property management company operating in England.

Company name: Martin Pendered & Co Ltd

Company number: 03689328

Registered Office Address: 310 Wellingborough Road, Northampton, NN1 4EP

Trading Address: 2 Burystead Place, Wellingborough, NN8 1AH

Email: rent@martinpendered.co.uk

Telephone: 01933 233910

Website: www.martinpendered.co.uk

We act as the data controller for the personal data we process.

2. What This Policy Covers

This Privacy Policy explains:

- what personal data we collect
- how and why we use it
- when we share it
- how we keep it secure
- your rights under UK GDPR

This policy applies to landlords, tenants, prospective tenants, contractors, suppliers and website users.

3. What Personal Data We Collect

Landlords

- Name, address, telephone, email
- Proof of identity
- Bank details for rent payments
- Property ownership details
- Overseas tax status (e.g., NRL information) • Marketing preferences

Tenants & Prospective Tenants

- Name, address, contact details
- Date of birth

- Employment details and income
- Credit and referencing information
- Previous landlord references
- Right-to-Rent documentation
- Identification documents (passport, driving licence) • Guarantor information • Tenancy application details

Guarantors

- Contact details
- Employment and financial information
- Identification documents

Contractors & Suppliers

- Contact details
- Insurance, qualifications and compliance information • Payment and invoice information

Website Users

- IP address, device and browser information • Cookies and analytics data • Online form submissions

4. How We Collect Your Data

We collect information:

- directly from you (in person, online forms, email, phone) • through tenancy applications • via our website and cookies • through referencing partners (Let Alliance) • from property portals (Rightmove) • from public sources (e.g., Land Registry) • from landlords and tenants when necessary • via maintenance platforms and contractors

5. Lawful Basis for Processing

We process personal data under the following lawful bases:

Contract

- To provide services including:
 - tenant-find
 - rent collection
 - full property management
 - tenancy referencing and approval
 - drafting tenancy agreements
 - carrying out repairs and arranging contractors
 - handling deposits

Legal Obligation

To comply with:

- Right-to-Rent legislation
- Anti-money laundering requirements
- HMRC reporting rules
- Housing, safety and property compliance regulations

Legitimate Interests

For purposes including:

- preventing fraud
- ensuring tenancy suitability
- managing and improving services
- marketing to existing customers
- protecting our business and property assets

Consent

Used for:

- optional electronic marketing

(You may withdraw consent at any time.)

6. How We Use Your Personal Data

We use personal data to:

- process tenancy applications
- conduct referencing and credit checks
- perform Right-to-Rent checks
- manage rents and client accounts
- communicate with landlords and tenants • arrange repairs, inspections and safety checks • market available properties • comply with legal obligations • improve our website and services

7. Who We Share Your Data With

We may share your data with trusted third parties, including:

Referencing provider:

- Let Alliance – for tenant referencing and credit checks

Property platforms:

- Rightmove – for advertising and enquiries

Maintenance providers:

- Approved contractors (e.g., electricians, plumbers, gas engineers)

Professional services:

- Accountants, legal advisers, insurers

Government and regulatory bodies:

- HMRC
- Local authorities
- The Home Office (Right-to-Rent compliance)

Marketing tools:

- Email and SMS marketing platforms
- Social media and advertising systems

We only share what is necessary and ensure all partners comply with data protection law.

8. International Data Transfers

We work with overseas landlords and may accept international tenant applications.

Where data is transferred outside the UK, we ensure appropriate safeguards, such as:

- adequacy decisions
- standard contractual clauses (SCCs)
- secure encrypted systems

9. How Long We Keep Your Data

We retain data only as long as necessary, typically:

- Tenancy records: 6 years after tenancy end
- Right-to-Rent documents: 1 year after tenancy ends
- Financial transactions: 6 years
- Marketing preferences: until consent is withdrawn • Enquiry forms: up to 12 months

10. Cookies & Website Tracking

Our website uses cookies for:

- essential website functionality
- analytics
- advertising and marketing (including social media tools)

You can manage or disable cookies at any time through your browser settings.

A full Cookie Policy can be provided if needed.

11. Security of Your Data

We take appropriate technical and organisational measures including:

- secure cloud storage systems
- access controls and multi-factor authentication • staff training on data protection • encrypted communications where possible

12. Your Rights Under UK GDPR

You have the right to:

- access your personal data
- correct inaccurate data
- request deletion (“right to be forgotten”) • restrict or object to processing • data portability • withdraw consent • complain to the ICO

How to exercise your rights:

Email: rent@martinpendered.co.uk

ICO Contact Details:

Information Commissioner’s Office

www.ico.org.uk

13. Updates to This Policy

We may update this Privacy Policy from time to time.

The latest version will always be available on our website.