



## **Everstone Property Partners Limited**

### **Data Protection & Privacy Policy**

Effective Date: 22nd October 2025

Approved By: Board of Directors

## 1. Policy Overview & Purpose

Everstone Property Partners Limited (“Everstone”) is committed to protecting the privacy and security of our clients, tenants, and other individuals whose personal data we process. This policy explains how we collect, use, store, and protect personal information in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

The purpose of this policy is to ensure that Everstone handles personal data lawfully, fairly, and transparently, and that all individuals understand their rights under UK data protection law.

## 2. Our Commitment

Everstone complies with all applicable data protection laws and principles. We will ensure that personal data is:

- Processed lawfully, fairly, and transparently.
- Collected only for specified, explicit, and legitimate purposes.
- Adequate, relevant, and limited to what is necessary.
- Accurate and, where necessary, kept up to date.
- Stored securely and retained only for as long as necessary.
- Handled in a way that ensures appropriate security and confidentiality.

## 3. Who We Are

Everstone Property Partners Limited acts as the Data Controller for all personal data collected in connection with our property lettings and management activities. This means we determine the purposes and means of processing the personal data we collect.

## 4. Personal Data We Collect

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

- Contact details (name, address, phone number, and email).
- Identification documents (passport, driving licence, proof of address).
- Property ownership or tenancy details (rental agreements, tenancy applications).
- Financial information (rent payments, bank details, proof of income).
- Communication records (emails, letters, phone call notes).

## 5. How We Use Personal Data

Everstone processes personal data for the following purposes:

- To manage tenancies and landlord relationships.
- To carry out referencing, right-to-rent, and anti-money-laundering checks.
- To collect and disburse rent payments and manage maintenance issues.

- To communicate with clients and tenants regarding property matters.
- To comply with our legal and regulatory obligations.

## **6. Lawful Basis for Processing**

We process personal data under one or more of the following lawful bases:

- Performance of a contract – to fulfil our obligations to landlords, tenants, or service providers.
- Legal obligation – to comply with AML, tax, and housing regulations.
- Legitimate interests – to operate and improve our property management services.
- Consent – where individuals have explicitly agreed to receive marketing or updates.

## **7. Sharing Personal Data**

We may share personal data with trusted third-party service providers who assist us in delivering our services, such as referencing agencies, payment processors, accountants, and maintenance contractors. All third parties are required to handle data securely and in compliance with the UK GDPR.

We will never sell or rent personal data to third parties for marketing purposes. Data may be disclosed to authorities or regulators only where required by law.

## **8. Data Retention & Security**

Everstone retains personal data only for as long as necessary to fulfil the purposes for which it was collected, including for legal, accounting, or reporting requirements. Typically, tenancy and client records are retained for up to six years following the end of the relationship.

All digital data is stored on secure, password-protected systems, and physical documents are held in locked storage accessible only to authorised staff. We employ technical and organisational measures to protect personal data from loss, misuse, or unauthorised access.

## **9. Your Rights**

Under the UK GDPR, individuals have the following rights regarding their personal data:

- The right to access a copy of the personal data we hold about you.
- The right to request correction of inaccurate or incomplete data.
- The right to request deletion of your data, where applicable.
- The right to restrict or object to certain types of processing.
- The right to data portability (transfer of your data to another organisation).

Requests to exercise these rights can be made in writing using the contact details below. We will respond to all valid requests within one month, in line with regulatory requirements.

## **10. Contact Details**

For any queries or concerns about how Everstone processes your personal data, please contact:

Data Protection Officer

Everstone Property Partners Limited

St Bedes Chambers, Albert Road, Jarrow, England, NE32 5RR

Email: [general@everstone-property.com](mailto:general@everstone-property.com)

## **11. Policy Review & Updates**

This policy will be reviewed annually, or sooner if required by changes in legislation or company practices. Any updates will be published on our website and made available to clients upon request.