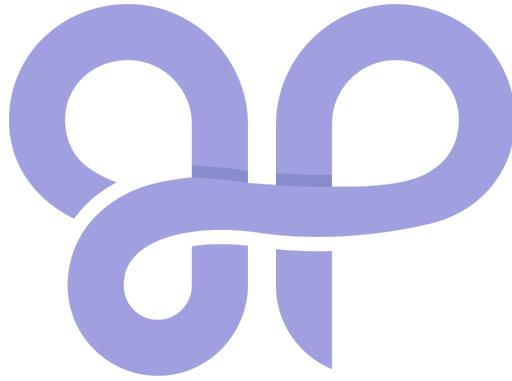




Garrison Property Services Ltd – Privacy Notice

Last Updated: July 2026

This Privacy Notice explains how Garrison Property Services Ltd ("we", "our", "us") collects, uses, discloses, and protects your personal data. It applies to our landlords, property owners, customers, leaseholders, tenants, residents, guarantors, contractors and website visitors.

We are committed to protecting your privacy and processing your personal data in accordance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, and the Data (Use and Access) Act.

1. Important Information and Who We Are

Garrison Property Services Ltd is the **Data Controller** responsible for your personal data.

- **Company Registration Number:** 10890506
- **Registered Address:** 63 Haslucks Green Road, Shirley, Solihull, B90 2ED
- **Email Contact:** lettings@garrisonpropertyservices.co.uk

2. The Data We Collect About You

Personal data means any information about an individual from which that person can be identified. We may collect, use, store, and transfer different kinds of personal data about you, grouped as follows:

- **Identity Data:** Name, date of birth, marital status, nationality, identity documents (e.g., passport, driving license).
- **Contact Data:** Residential address, email address, and telephone numbers.
- **Financial Data:** Bank account details, payment card details, proof of funds, source of wealth, and financial/affordability history.
- **Transaction Data:** Details about payments to and from you, and other details of services you have purchased or leased through us.
- **Property & Tenancy Data:** Evidence of Right to Rent, employment status, landlord references, and guarantor details.
- **Special Category / Criminal Offence Data:** We may process criminal record checks or health data *only* where strictly permitted or required by UK law (e.g., statutory Right to Rent checks, anti-money laundering compliance, or specific vulnerability adjustments for housing safety).

3. How We Use Your Personal Data & Lawful Bases

We will only use your personal data when the law allows us to. Most commonly, we use your data under the following legal frameworks:

Purpose / Activity	Type of Data	Lawful Basis for Processing
To register you as a new client, tenant, or leaseholder.	Identity & Contact	Performance of a contract with you.

To process applications, carry out credit, affordability, and Right to Rent checks.	Identity, Contact, Financial, Property/Tenancy	(1) Performance of a contract. (2) Necessary to comply with a legal obligation.
To manage our ongoing relationship (managing rents, deposits, viewings, and maintenance visits).	Identity, Contact, Financial, Transaction	Performance of a contract with you.
To register deposits with government-approved Deposit Protection Schemes.	Identity, Contact, Financial	Necessary to comply with a legal obligation.
To improve our services, website, and customer relationships.	Technical, Usage	Necessary for our legitimate interests (to grow our business

		and keep our systems updated).
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4. Disclosures of Your Personal Data

To provide our services, we may have to share your personal data with trusted third parties, including:

- **Landlords, Tenants, or Contractors:** To arrange maintenance, compliance visits, and property management duties.
- **Service Providers:** IT, CRM software, and cloud hosting providers.
- **Referencing & Credit Agencies:** To conduct mandatory pre-tenancy verification.
- **Deposit Protection Schemes:** As required by law to safeguard tenant deposits.
- **Professional & Regulatory Bodies:** Insurers, legal advisors, regulators, and law enforcement agencies (e.g., HMRC, local authorities) if required by law.

We require all third parties to respect the security of your personal data and to treat it in accordance with the law. We do not transfer your personal data outside the UK.

5. Data Security

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used, or accessed in an unauthorised way, altered, or disclosed. In addition, we limit access to your personal data to those employees, agents, contractors, and other third parties who have a business need to know.

6. Data Retention

We will only retain your personal data for as long as reasonably necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, regulatory, tax, accounting, or reporting requirements.

By law, we must keep basic information about our customers and contracts (including Identity, Contact, Financial, and Transaction Data) for **six years** after they cease being customers for tax and legal liability purposes.

7. Your Legal Rights

Under data protection laws, you have rights in relation to your personal data, including the right to:

- **Request access** to your personal data (a "data subject access request").
- **Request correction** of incomplete or inaccurate data we hold about you.
- **Request erasure** of your personal data (where there is no good reason for us continuing to process it).
- **Object to processing** of your personal data where we are relying on a legitimate interest.
- **Request restriction of processing** of your personal data.
- **Request the transfer** of your personal data to you or a third party.
- **Withdraw consent** at any time where we are relying on consent to process your data (e.g., for direct marketing).

If you wish to exercise any of these rights, please contact us at **lettings@garrisonpropertyservices.co.uk**.

Right to Complain & Our Complaints Procedure

If you have any concerns or are unhappy with how we have handled your personal data, you have a formal right to raise a data protection complaint with us.

To submit a complaint, please email us at

lettings@garrisonpropertyservices.co.uk. Upon receiving your complaint, we will:

- **Acknowledge receipt** of your complaint within 30 days.
- **Investigate the matter** and keep you informed of our progress without undue delay.
- **Provide a full response** and notification of the outcome as soon as possible.

You also retain the right to escalate your complaint at any time to the **Information Commissioner's Office (ICO)**, the UK data protection regulator (www.ico.org.uk).