

Adam Liddle
— Properties —

Bournemouth & Poole
— Estates Ltd. —

Adam Liddle Properties | Bournemouth & Poole Estates Ltd customer privacy notice

This notice explains what information we collect, when we collect it and how we use this. During the course of our activities, we will process personal data (which may be held on paper, electronically, or otherwise) about you and we recognise the need to treat it in an appropriate and lawful manner. The purpose of this notice is to make you aware of how we will handle your information.

Who are we?

Adam Liddle Properties and Bournemouth & Poole Estates Ltd at 445 Ashley Road, Poole, Dorset, BH14 0AX. We take the issue of security and data protection very seriously and strictly adhere to guidelines published in the General Data Protection Regulation (EU) 2016/679 which is applicable from the 25th May 2018, together with any domestic laws subsequently enacted.

We are notified as Data Controllers with the Office of the Information Commissioner under registration numbers ZA387156 (Adam Liddle Properties) and ZA387050 (Bournemouth & Poole Estates Ltd) and we are the data controllers of any personal data that you provide to us.

Our Data Protection Officer is Maxwell Liddle, info@rentfromus.co.uk, 01202 695555.

Any questions relating to this notice and our privacy practices should be sent to info@rentfromus.co.uk

- [Contact details](#)
- [What information we collect, use, and why](#)
- [Lawful bases and data protection rights](#)
- [Where we get personal information from](#)

- [How long we keep information](#)
- [Who we share information with](#)
- [Sharing information outside the UK](#)
- [How to complain](#)

Contact details:

Post

445 Ashley Road, Poole, Dorset, BH14 0AX, GB

Telephone

01202 695555

Email

info@rentfromus.co.uk

What information we collect, use, and why

We collect or use the following information to **provide services and goods, including delivery**:

- Names and contact details
- Addresses
- Date of birth
- Purchase or account history
- Payment details (including card or bank information for transfers and direct debits)
- Credit reference information
- Health and safety information
- Welfare benefits
- Account information
- Website user information (including user journeys and cookie tracking)

- Photographs or video recordings
- Call recordings
- Records of meetings and decisions
- Identification documents
- Information relating to compliments or complaints
- Information relating to sponsorship

We collect or use the following information for **the operation of customer accounts and guarantees**:

- Names and contact details
- Addresses
- Payment details (including card or bank information for transfers and direct debits)
- Purchase history
- Account information, including registration details

We collect or use the following information to **prevent, detect, investigate or prosecute crimes**:

- Names and contact information
- Customer or client accounts and records
- Video and CCTV recordings of public areas (including indoor and outdoor spaces)
- Audio recordings of public areas (including indoor and outdoor spaces)
- Video and CCTV recordings of private or staff only areas
- Audio recordings of private or staff only areas
- Dashcam footage - outside vehicle – without audio
- Dashcam footage – outside vehicle – with audio
- Call recordings

- Financial transaction information
- Information relating to health and safety

We collect or use the following information for **service updates or marketing purposes**:

- Names and contact details
- Addresses
- Recorded images, such as photos or videos

We collect or use the following information to **comply with legal requirements**:

- Name
- Contact information
- Identification documents
- Health and safety information

We collect or use the following information for **recruitment purposes**:

- Contact details (eg name, address, telephone number or personal email address)
- Date of birth
- National Insurance number
- Copies of passports or other photo ID
- Employment history (eg job application, employment references or secondary employment)
- Education history (eg qualifications)
- Right to work information

We collect or use the following personal information for **dealing with queries, complaints or claims**:

- Names and contact details
- Address

- Payment details
- Video recordings of public areas
- Audio recordings of public areas
- Video recordings of private or staff only areas
- Audio recordings of private or staff only areas
- Call recordings
- Dashcam footage - outside vehicle
- Witness statements and contact details
- Relevant information from previous investigations
- Customer or client accounts and records
- Financial transaction information
- Information relating to health and safety
- Correspondence

Lawful bases and data protection rights

Under UK data protection law, we must have a “lawful basis” for collecting and using your personal information. There is a list of possible lawful bases in the UK GDPR. You can find out more about lawful bases on the ICO’s website.

Which lawful basis we rely on may affect your data protection rights which are in brief set out below. You can find out more about your data protection rights and the exemptions which may apply on the ICO’s website:

- **Your right of access** - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for. [You can read more about this right here.](#)

- **Your right to rectification** - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete. [You can read more about this right here.](#)
- **Your right to erasure** - You have the right to ask us to delete your personal information. [You can read more about this right here.](#)
- **Your right to restriction of processing** - You have the right to ask us to limit how we can use your personal information. [You can read more about this right here.](#)
- **Your right to object to processing** - You have the right to object to the processing of your personal data. [You can read more about this right here.](#)
- **Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you. [You can read more about this right here.](#)
- **Your right to withdraw consent** – When we use consent as our lawful basis you have the right to withdraw your consent at any time. [You can read more about this right here.](#)

If you make a request, we must respond to you without undue delay and in any event within one month.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

Our lawful bases for the collection and use of your data

Our lawful bases for collecting or using personal information to **provide services and goods** are:

- **Contract** – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- **Legal obligation** – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.
- **Legitimate interests** – we’re collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:

- **Tenant Screening and Selection:** Collecting personal details, financial information, and references. This is to assess a tenant's ability to meet rental obligations, such as paying rent on time and adhering to the terms of the lease. This helps us minimize the risk of default or potential property damage, ensuring a stable and reliable tenancy.
- **Drafting and Enforcing Lease Agreements:** Collecting full names, contact details, and identification numbers (like a passport or driving license number). This to ensure that the lease agreement is legally binding and enforceable. Accurate information is necessary to clearly identify the parties involved and outline their rights and responsibilities under the tenancy.
- **Rent Collection and Financial Transactions:** Collecting bank account details or payment information. This is to facilitate regular rent payments and manage any financial transactions related to the tenancy, such as the payment of utilities, deposits, or repairs. This is essential for the smooth financial management of the rental property.
- **Property Maintenance and Communication:** Collecting contact information such as phone numbers and email addresses. This is to communicate with tenants about maintenance issues, property inspections, or emergencies. Quick and reliable communication is crucial for maintaining the property and ensuring tenant safety.
- **Security Deposit Management:** Collecting bank details and forwarding addresses for security deposit returns. This is to handle the return of the security deposit at the end of the tenancy. This information is needed to refund the deposit promptly and correctly.
- **Safety and Insurance Purposes:** Collecting information about the number of occupants, any pets, or specific safety needs. This is to ensure that the property complies with safety regulations and insurance requirements. Knowing the number of occupants and any specific needs allows the landlord to make necessary adjustments to the property or its insurance policy.
- **Dispute Resolution:** Retaining copies of correspondence, payment records, and lease agreements. This is to resolve any disputes that may arise during or after the tenancy. Accurate records are essential for addressing issues such as rent arrears, property damage, or breaches of the lease.

- Marketing of the Property: Contact details of prospective tenants. This helps us to market the property when a tenancy is ending or the property is vacant, and to follow up with prospective tenants who have expressed interest.
- Handling Legal Proceedings: Tenant's personal details, communication records, payment history. This is to provide necessary documentation and evidence in the event of legal action, such as eviction proceedings, disputes over deposits, or breaches of tenancy agreements.

Our lawful bases for collecting or using personal information for **the operation of customer accounts and guarantees** are:

- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.

Our lawful bases for collecting or using personal information to **prevent, detect, investigate or prosecute crimes** are:

- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.

Our lawful bases for collecting or using personal information for **service updates or marketing purposes** are:

- Legitimate interests – we're collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:

- Notification of service outages: Collecting Names and Contact details. This is to be able to advise clients of outages of services to which they require such as power cuts or water "Boil Notices".

Our lawful bases for collecting or using personal information for **legal requirements** are:

- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.

Our lawful bases for collecting or using personal information for **recruitment purposes** are:

- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.

Our lawful bases for collecting or using personal information for **dealing with queries, complaints or claims** are:

- Legitimate interests – we're collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability.

Our legitimate interests are:

- Dispute Resolution: Retaining copies of correspondence, payment records, and lease agreements. This is to resolve any disputes that may arise during or after the tenancy. Accurate records are essential for addressing issues such as rent arrears, property damage, or breaches of the lease.

Where we get personal information from

- Directly from you
- CCTV footage or other recordings

- Debt collection agencies
- Insurance companies
- Legal and judicial sector organisations
- Councils and other public sector organisations
- Publicly available sources
- Previous employers
- Credit reference agencies
- Suppliers and service providers
- Third parties:
 - Tenant's Guarantor(s), Friends and/or Family
 - Tenant's previous Landlord
 - Tenant referencing service

How long we keep information

For information on how long we keep personal information, see our data retention schedule here - [Data Retention Schedule](#)

Who we share information with

Data processors

Xero

This data processor does the following activities for us: Processes financial data, helping to manage our accounts and ensure financial records are accurate.

Re-Leased

This data processor does the following activities for us: Handle our client and supplier data to facilitate efficient property management.

Airbnb

This data processor does the following activities for us: Handle our client and supplier data to facilitate efficient property management.

Fix-Flo

This data processor does the following activities for us: Handle our client and supplier data to facilitate efficient property repairs management.

OpenRent

This data processor does the following activities for us: Handle our data to facilitate property advertising, client introductions and referencing.

MyDeposits

This data processor does the following activities for us: Handle our client data to register security deposits.

Accountants

This data processor does the following activities for us: Processes financial data, helping to manage our accounts and ensure financial records are accurate.

Banks & other Financial Institutions

These data processors do the following activities for us: Processes financial data, payments and receipts, helping to manage our accounts and ensure financial records are accurate.

Electronic Communications Providers – Exchange (Microsoft), Whatsapp (Meta), Gmail (Google)

These data processors do the following activities for us: Handle our data to facilitate efficient communications between us, clients, suppliers and any other third parties.

Cloud Storage Providers – One Drive (Microsoft), Google Drive

These data processors do the following activities for us: Handle the storage and backup of all our online/cloud data to enable us to access relevant data pertaining to business operations.

We have a joint controller relationship between Bournemouth & Poole Estates Ltd and Adam Liddle Properties. We process your personal information with these as joint controllers for the following reason: Bournemouth & Poole Estates is a Limited Company and Adam Liddle T/A Adam Liddle Properties is a Sole Trader. The staff and processes are the same for each

data controller or business, operating seamlessly between the two. The data collected by either controller is shared, processed, and distributed equally between the two.

Others we share personal information with

- Insurance companies
- Organisations we need to share information with for safeguarding reasons
- Professional or legal advisors
- Financial or fraud investigation authorities
- Relevant regulatory authorities
- External auditors or inspectors
- Warranty and guarantee providers
- Professional consultants
- Organisations we're legally obliged to share personal information with
- Emergency services
- Publicly on our website, social media or other marketing and information media
- Debt collection agencies
- Suppliers and service providers

Sharing information outside the UK

Where necessary, we may transfer personal information outside of the UK. When doing so, we comply with the UK GDPR, making sure appropriate safeguards are in place.

For further information or to obtain a copy of the appropriate safeguard for any of the transfers below, please contact us using the contact information provided above.

Organisation name: Xero

Category of recipient: Accounting Software (SaaS)

Country the personal information is sent to: USA

How the transfer complies with UK data protection law: The country or sector has a UK data bridge (also known as Adequacy Regulations)

Where necessary, our data processors may share personal information outside of the UK. When doing so, they comply with the UK GDPR, making sure appropriate safeguards are in place.

For further information or to obtain a copy of the appropriate safeguard for any of the transfers below, please contact us using the contact information provided above.

Organisation name: Microsoft

Category of recipient: Office 365 (SaaS) (Email and data storage)

Country the personal information is sent to: Ireland & Amsterdam

How the transfer complies with UK data protection law: The country or sector has a UK data bridge (also known as Adequacy Regulations)

Where necessary, our data processors may share personal information outside of the UK. When doing so, they comply with the UK GDPR, making sure appropriate safeguards are in place.

For further information or to obtain a copy of the appropriate safeguard for any of the transfers below, please contact us using the contact information provided above.

Organisation name: WhatsApp (Meta)

Category of recipient: Communications Provider

Country the personal information is sent to: USA

How the transfer complies with UK data protection law: The country or sector has a UK data bridge (also known as Adequacy Regulations)

Where necessary, our data processors may share personal information outside of the UK. When doing so, they comply with the UK GDPR, making sure appropriate safeguards are in place.

For further information or to obtain a copy of the appropriate safeguard for any of the transfers below, please contact us using the contact information provided above.

Organisation name: Systemic Pty Ltd (Property Inspection Manager)

Category of recipient: Property Inspection Software

Country the personal information is sent to: Australia

How the transfer complies with UK data protection law: The country or sector has a UK data bridge (also known as Adequacy Regulations)

Unless required to do so by law we will not sell any of the information you provide to us.

How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>

Last reviewed: 09/06/26