



## Privacy Notice

Fish2let.com Ltd is committed to protecting the privacy, confidentiality and security of personal data. This Privacy Notice explains how we collect, use, store and protect personal information when you interact with us or use our services.

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## Who We Are

Fish2let.com Ltd is the data controller for the purposes of applicable data protection law.

### Contact details:

Fish2let.com Ltd  
Ashby House, Bath Street  
Ashby-de-la-Zouch  
Leicestershire  
LE65 2FH

Email: [enquiries@fish2let.com](mailto:enquiries@fish2let.com)  
Telephone: 01530 411900

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## What Personal Data We Collect

We may collect and process personal data relevant to the services we provide, including:

- name, address, telephone number and email address
- date of birth and identification documents
- proof of address
- financial and bank details where required
- employment, income and referencing information
- tenancy, landlord and property transaction information
- correspondence, enquiries and complaint records
- website usage information such as IP address and browser type

We collect personal data directly from you, from forms completed online or in person, through telephone or email contact, from property portals such as Rightmove or Zoopla, and from third parties where necessary for legal or contractual purposes.

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## How We Use Personal Data

We use personal data only where we have a lawful basis. This may include:



- responding to enquiries and providing requested information
  - progressing lettings, property management, sales and related services
  - carrying out referencing, identity and compliance checks
  - communicating about contracts, transactions and maintenance
  - managing complaints and data rights requests
  - complying with legal, regulatory and anti-money laundering obligations
  - improving our services and systems
  - maintaining records for legal, audit and insurance purposes
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## Lawful Bases for Processing

Depending on the circumstances, we rely on one or more of the following:

- performance of a contract
- compliance with legal obligations
- legitimate business interests
- consent (where required)
- establishment, exercise or defence of legal claims

Where special category data is processed, an additional lawful condition will apply.

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## Data Sharing

We do not sell personal data to third parties.

We may share personal data, where necessary, with:

- referencing providers
- landlords, tenants and guarantors where relevant
- contractors and suppliers
- inventory and compliance providers
- payment providers
- insurers, auditors and professional advisers
- HMRC, courts, regulators and law enforcement where required
- IT and software providers acting on our behalf

All third parties are expected to handle personal data securely and lawfully.

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## International Transfers

Personal data is normally stored and processed within the UK. Where data is transferred outside the UK, appropriate safeguards will be in place.



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## Data Retention

We retain personal data only for as long as necessary for the purpose for which it was collected, or as required for legal, regulatory or contractual reasons, in accordance with our internal retention procedures.

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## Website, Cookies and Analytics

Our website may collect technical information such as IP address, device information and browsing activity through cookies and similar technologies.

This information is used for website security, administration, analytics and service improvement. By using our website, you consent to the use of cookies in accordance with this Privacy Notice.

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## Children

Our services are not directed at children. We do not knowingly collect personal data from children where it is not appropriate to the services provided.

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## Data Security

We take appropriate technical and organisational measures to protect personal data against unauthorised access, loss or misuse. These include secure systems, access controls, staff training and secure storage arrangements.

We do not store or process payment card details unless handled through an approved third-party provider.

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## Your Rights

Subject to legal exemptions, you may have the right to:

- access your personal data
- request correction of inaccurate data
- request erasure in certain circumstances
- request restriction of processing
- object to processing
- request data portability



- withdraw consent where applicable
- complain to the Information Commissioner's Office

Requests should be sent to: [enquiries@fish2let.com](mailto:enquiries@fish2let.com)

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## **Complaints**

If you have any concerns about how we handle personal data, please contact us first. You also have the right to complain to the Information Commissioner's Office (ICO).