

1. WHO ARE WE?

“JC Lettings” (referred to in this policy as “we”, “us” and “our”) is:

JC Lettings and Property Management Ltd
33 Townhead Road
Sheffield
S17 3GD

Company Registration: 14135919
ICO Registration: ZB343255

2. HOW TO CONTACT US

We have appointed an individual responsible for data protection, who can be contacted in the following ways should you have any questions or feedback about the way your data is processed:

Email: hello@jc-lettings.com

Mail: Data Protection Lead
JC Lettings and Property Management Ltd
33 Townhead Road
Sheffield
S17 3GD

3. THE PERSONAL DATA WE PROCESS ABOUT YOU

We collect, use, store and process the following information, which we have categorised and grouped together as follows:

Category of Data	Description
Identity Data	– Title – First name – Last Name – Passport – Driving License – Other Identification Documentation
Contact Data	– Telephone – Email Address – Postal Address
Application Data	– Applications made by you – Applications relating to you
Message Data	– Feedback – Questions

Technical Data	– IP address – Browser type – Cookies
Transaction Data	– Details of transactions between ourselves and you.
Payment Data	– Bank Account Details – Payment Card Details
Reference Data	– Financial Checks – Right to Work – Right to Rent – Identity Checks – Employment History – Employment Status
Financial Data	– Sources and level of Income – Level of outgoings

4. WHAT DATA DO WE COLLECT AND HOW DO WE USE IT?

We collect, use, store and process the following information, which we have categorised and grouped together as follows:

LANDLORDS

We collect or use the following information, when:

- You engage us to manage your property via a “let only” or “managed” service;
- You talk with us either over the phone, via post or through email;
- You visit our website; and
- You fill out our forms or provide us with feedback.

Tenants

We collect or use the following information, when:

- When you apply to let a property that we manage;
- When you enquire about a property via a 3rd party website;
- When your references are checked by our 3rd party supplier;
- When you talk with us either over the phone, via post or through email;
- When you visit our website; and
- When you fill out our forms or provide us with feedback.

5. LAWFUL PROCESSING CONDITIONS

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.

Purposes for processing	Categories of personal data	Legal basis for processing	Legitimate Interest (if applicable)
To process tenant applications.	- Identity - Contact - Application - Payment - Reference - Financial	- Performance of a Contract - Legal Obligation	N/A
To manage payments.	- Identity - Contact - Transaction - Payment	Performance of a Contract	N/A
To manage incoming general enquiries or complaints.	- Identity - Contact - Message - Technical	Legitimate Interests	<i>To ensure that enquiries and complaints are managed efficiently.</i>
To gather feedback.	- Identity - Contact - Message	Legitimate Interests	<i>To ensure that stakeholder opinions are considered.</i>
To administer and manage the website.	- Identity - Technical - Transaction	- Legitimate Interests - Consent	To ensure that the website is secure and is fit for purpose.
To manage our relationship with you, including notifying you about changes to our terms, services or privacy notices.	- Identity - Contact - Transaction	- Performance of a Contract - Legal Obligation - Legitimate Interest	<i>To keep our records up to date.</i>
To facilitate repairs and maintenance under a managed service.	- Identity - Contact	Performance of a Contract	N/A

6. YOUR DATA PROTECTION RIGHTS

The 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 DATA PROTECTION RIGHTS

- **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.

Profiling and Automated Decision Making

We may use profiling to enable us to give you the best service across the Society, so that we can produce more relevant and tailored communications by having a deeper understanding of your behaviours, interests and personal preferences. You have the right not to be subject to a decision based solely on automated processing, which has legal effects for you or affects you in any other significant way. We ensure that there are simple ways for you to request human intervention or challenge an automated decision. We also carry out regular checks to ensure that our systems and processes are working as intended.

7. DATA SHARING

We will share personal data with a limited number of third parties in the following circumstances for them to perform specific services for us:

- To provide the services for which you have applied and receive.
- To verify your identity and check your details.
- To authorise payments and any other transactions.
- To handle complaints and improve customer service.
- To provide marketing activities on behalf of the Society.
- To provide us with professional advice and specialist services. This includes but is not limited to: auditors, banking, legal, insurance and accounting services.
- To obtain quotations from contractors and suppliers.
- To provide us with IT support and maintenance. Service providers and partners who provide IT and system administration services, support services and commissioned services.
- IT systems and cloud hosting providers (e.g. Cloud CRM providers and cloud backups).
- To meet legal obligations, for example, for the purposes of national security, taxation and criminal investigations.

We'll never make your personal data available to anyone outside JC Lettings, for them to use for their own marketing purposes without your prior consent.

8. INTERNATIONAL TRANSFERS

Your information is stored and processed within the UK and Europe.

In the future, should we transfer personal data overseas, we will ensure that we comply with UK data protection legislation, ensuring appropriate safeguards are in place and appropriate transparent notification is provided to you.

9. DATA SECURITY

We will protect your personal data that you have provided to us via appropriate security measures and controls. This includes implementing technical and organisational measures to prevent the loss, misuse or alteration of your personal data.

JC Lettings limits access to your personal data to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal data on our instruction, and they are subject to a duty of confidentiality.

We have achieved Cyber Essentials Certification.

External Links

Please remember that if you use a link to go from our websites to another website, or you request a service from a third party, this privacy notice will no longer apply once you have left this website. Please note, your activity and interaction on any other website is subject to that website's own rules and policies.

10. DATA RETENTION

We will keep your personal data for as long as necessary to allow us to carry out our business functions. This includes satisfying any legal, accounting, or reporting requirements. When we assess how long to retain your personal data, we will consider the following:

- Any statutory or legal obligations;
- The purposes for which we originally collected the personal data;
- The lawful grounds on which we based our processing;
- The types of personal data we have collected;
- The amount and categories of your personal data; and
- Whether the purpose of the processing could reasonably be fulfilled by other means.

Your personal data will be retained for a minimum of 6 years following our engagement or services coming to an end.

JC Lettings and Property Management Ltd regularly reviews the retention of your personal data held within our care to ensure that we are not keeping your personal data for longer than is necessary.

11. WHAT TO DO IF YOU ARE NOT HAPPY

Please let us know if you are unhappy with how we have used your personal data by contacting the Data Protection Officer (details can be found in section 2).

You also have a right to complain to the Information Commissioner's Office. You can find their contact details at www.ico.org.uk. We would be grateful for the chance to deal with your concerns before you approach the ICO so please contact us in the first instance.

12. CHANGES TO THIS PRIVACY NOTICE

We will keep this privacy notice up to date and notify you of any significant changes to the way we process data.

Last updated September 2026.