

Privacy Policy

White & Browns Property Management

(Property management and lettings services using Gaston management software and all associated businesses)

Effective Date: 01/01/2020

Last Updated: 01/05/2026

1. Introduction

White & Browns Property Management (“we”, “us”, “our”) is committed to protecting and respecting your privacy. This Privacy Policy explains how we collect, use, store and protect your personal data when you interact with us as a tenant, prospective tenant, guarantor, landlord, contractor, supplier, or website visitor.

We process personal data in accordance with the **UK General Data Protection Regulation (UK GDPR)** and the **Data Protection Act 2018**.

White & Browns Property Management to manage tenancy-related information securely.

2. Data Controller

White & Browns Property Management is the data controller responsible for your personal data.

Business Name: White & Browns Property Management

Contact Email: hello@whiteandbrowns.co.uk

3. What Personal Data We Collect

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

Tenant and Prospective Tenant Information

- Full name
- Date of birth
- Contact details (email, phone number, address)
- Identification documents (passport, driving licence)
- Proof of address
- Financial information and bank details
- Employment and income details
- University or educational institution details
- Guarantor information
- Right-to-rent documentation

- Tenancy history
- Maintenance requests and correspondence
- CCTV footage (where applicable)

Landlord Information

- Contact details
- Property ownership documentation
- Bank account details
- Financial and payment records

Contractor and Supplier Information

- Contact details
- Business records
- Payment and invoicing information
- Insurance and compliance documentation

Website and Digital Usage Data

- IP address
 - Browser/device information
 - Website usage analytics
 - Cookies and tracking data
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4. How We Collect Data

We collect personal data through:

- Tenancy applications
 - Enquiries via website, email, phone, or social media
 - Property viewings
 - Contracts and agreements
 - Maintenance reporting systems
 - Gaston management software
 - Third-party referencing agencies
 - Public records and identity verification providers
 - Website cookies and analytics tools
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5. Lawful Basis for Processing

We process personal data under the following lawful bases:

Contractual Necessity

To:

- Manage tenancy agreements
- Process rent payments

- Arrange repairs and maintenance
- Provide property management services

Legal Obligation

To comply with:

- Right-to-rent checks
- Anti-money laundering requirements
- Housing legislation
- Deposit protection regulations
- Tax and accounting obligations

Legitimate Interests

To:

- Manage properties effectively
- Communicate with tenants and landlords
- Prevent fraud and misuse
- Improve operational efficiency

Consent

Where required, such as:

- Marketing communications
- Optional cookies

You may withdraw consent at any time.

6. How We Use Your Information

We use personal data to:

- Process tenancy applications
 - Verify identity and references
 - Administer tenancy agreements
 - Collect rent and manage payments
 - Coordinate repairs and maintenance
 - Communicate tenancy updates
 - Meet legal and regulatory obligations
 - Resolve disputes and complaints
 - Improve customer service
 - Prevent fraud and unlawful activity
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7. Sharing Your Information

We may share personal data with:

- Landlords and property owners
- Referencing and credit-check agencies
- Maintenance contractors
- Utility providers (where required)
- Deposit protection schemes
- Legal and regulatory authorities
- Accountants, solicitors, and professional advisers
- Gaston software and approved technology providers
- Debt recovery agencies where necessary

We only share data where lawful and necessary.

8. Data Storage and Security

We store data securely using:

- Encrypted digital systems
- Password-protected software platforms including Gaston
- Restricted staff access controls
- Secure cloud-based backups
- Physical document security measures

We take reasonable steps to prevent unauthorised access, disclosure, alteration, or destruction of personal data.

9. Data Retention

We retain personal data only as long as necessary, including:

- Tenancy records: up to 7 years after tenancy ends
- Financial records: 6 years for tax/legal compliance
- Identification verification records: as legally required
- Marketing consent records: until consent is withdrawn

After retention periods expire, data is securely deleted or anonymised.

10. Your Rights

Under UK GDPR, you have the right to:

- Access your personal data
- Correct inaccurate data
- Request deletion of data (where lawful)

- Restrict processing
- Object to processing
- Data portability
- Withdraw consent
- Lodge a complaint with the UK Information Commissioner's Office (ICO)

ICO Website: <https://ico.org.uk>

To exercise your rights, contact us using the details above.

11. Cookies

Our website may use cookies to improve user experience and analyse traffic.

Users may manage cookie preferences via browser settings.

A separate Cookie Policy may apply where required.

12. International Transfers

Where data is processed outside the UK, we ensure appropriate safeguards are in place in accordance with UK GDPR.

13. Changes to This Policy

We may update this Privacy Policy periodically. Updates will be published on our website with a revised effective date.

14. Contact Us

For privacy-related enquiries, requests, or complaints, contact:

White & Browns Property Management

Trading as **Student Living Northampton**

Email: hello@whiteandbrowns.co.uk

Address: 6 Cheyne Walk, Northampton, NN1 5PT, UK

By engaging with White & Browns Property Management, and any associated businesses, you acknowledge this Privacy Policy and our handling of your personal data as described above.