

Privacy Policy

Policy	RP008	Effective date	13 August 2026
Version	4.0	Policy owner	Results Estate Agents Limited

OVERVIEW

Results Estate Agents Limited takes the privacy and security of personal information seriously. This Privacy Policy explains how we collect, use, disclose, retain and protect personal information when providing estate agency, lettings, property management and related services, when you use our website, when you contact us directly, and when information is provided to us by another person or organisation.

This notice applies under the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018 and other applicable UK data protection legislation.

1. WHO WE ARE AND HOW TO CONTACT US

Results Estate Agents Limited (company number 06689272) is generally the data controller for personal information processed in connection with our estate agency, lettings, property management and related activities. This means that we determine why and how that personal information is used.

In limited circumstances we may process personal information on behalf of another organisation. Our role as controller, joint controller or processor will depend on the particular processing activity and the arrangements in place.

For data protection enquiries or requests, please contact our Data Protection Contact:

- Results Estate Agents Limited, 26 Bridge Street, Rothwell, Northamptonshire, NN14 6JW
- Telephone: 01536 710222
- Email: info@resultsestateagents.co.uk

2. PERSONAL INFORMATION WE MAY COLLECT

Depending on your relationship with us, we may collect and process the following categories of personal information:

- Identity information - including name, previous names, title, date of birth, gender, marital status, employment status and identity verification information.
- Contact information - including current, previous and forwarding addresses, email addresses and telephone numbers.
- Property information - including property address and characteristics, keys and access information, utility and meter information, service and maintenance records, insurance information, mortgage-related information and other information relevant to a sale, letting or management service.
- Financial information - including bank account details, payment information, rent, deposits, fees and other financial information.
- Transaction information - including details of payments made or received and information relating to property transactions, tenancies and services supplied.
- Referencing and verification information - including employment, income, affordability, previous tenancy, guarantor, credit or identity information where relevant.
- Communications - including correspondence, emails, telephone notes, complaints, requests and records of our dealings with you.
- Technical and usage information - including IP address, browser/device information and information about use of our website and online services.
- Marketing and communications preferences - including preferences concerning communications and marketing.

3. SPECIAL CATEGORY AND CRIMINAL OFFENCE INFORMATION

We do not routinely seek to collect special category personal information. However, it may sometimes be necessary for us to process sensitive information, for example health or accessibility information relevant to a property or service.

Where we process special category information, we will identify an appropriate lawful basis under Article 6 UK GDPR and an additional condition under Article 9 UK GDPR and, where required, the Data Protection Act 2018. We will only process such information where necessary and with appropriate safeguards.

Where criminal offence information is processed, we will only do so where permitted by law and subject to the additional protections required by data protection legislation.

4. WHERE WE OBTAIN PERSONAL INFORMATION

We may obtain personal information directly from you or from other sources where appropriate to the services we provide. These may include:

- landlords, tenants, prospective tenants, vendors, purchasers, occupiers and guarantors;

- referencing, identity verification and credit reference providers;
- previous landlords or letting agents;
- solicitors, conveyancers, mortgage advisers and other professional advisers;
- contractors, inventory providers, utility providers and insurers;
- property portals and other property-related service providers;
- publicly available sources, registers and databases; and
- local authorities, regulators, law enforcement agencies and other public bodies where appropriate.

Where we obtain personal information from someone other than the individual concerned, we will provide privacy information as required by applicable data protection law, subject to any lawful exemptions.

5. HOW AND WHY WE USE PERSONAL INFORMATION

We will only use personal information where we have a lawful basis to do so. The appropriate basis depends on the purpose and circumstances of the processing. We determine and document the basis before processing begins.

Purpose	Examples	Lawful basis that may apply
Providing our services	Registering customers; marketing, selling, letting or managing property; arranging viewings; communicating about transactions or tenancies.	Contract; legitimate interests
Referencing and tenancy administration	Identity, affordability and reference checks; guarantor arrangements; tenancy administration.	Contract; legitimate interests; legal obligation where applicable
Payments and financial administration	Rent, deposits, invoices, payments, refunds, accounting and financial records.	Contract; legal obligation; legitimate interests
Legal and regulatory compliance	Anti-money laundering, identity verification, tax/accounting obligations, regulatory enquiries and legally required disclosures.	Legal obligation; other lawful bases where applicable
Property management and maintenance	Arranging repairs, contractors, inspections, safety work, utilities and property-related administration.	Contract; legitimate interests; legal obligation
Security, fraud prevention and debt recovery	Protecting our business and customers, investigating suspected fraud, recovering sums due and maintaining evidence.	Legitimate interests; legal obligation; recognised legitimate interest where the statutory conditions apply
Complaints, disputes and legal claims	Handling complaints, responding to legal or regulatory matters and establishing, exercising or defending legal rights.	Legitimate interests; legal obligation
Business administration and IT security	Operating systems, backups, record keeping, audits, service improvement and network/information security.	Legitimate interests; legal obligation where applicable
Marketing and customer communications	Property alerts, relevant services and marketing communications where permitted.	Consent where required; legitimate interests where permitted by law

6. LEGITIMATE INTERESTS

Where we rely on legitimate interests, those interests may include operating and improving our business, providing effective customer service, managing properties and transactions, protecting our business and customers, maintaining IT and information security, recovering debts, handling disputes and protecting or exercising legal rights.

Where required, we assess whether the processing is necessary and proportionate and balance our interests against the rights and interests of the individuals concerned. Where a statutory recognised legitimate interest is available, we will only rely on it where the relevant legal conditions are met.

7. WHO WE MAY SHARE PERSONAL INFORMATION WITH

We do not sell personal information. We may share information where necessary and lawful with relevant recipients, which may include:

- landlords, tenants, vendors, purchasers, guarantors and other parties involved in a property transaction or tenancy;
- referencing, identity verification and credit reference providers;
- solicitors, conveyancers, courts, debt recovery providers and professional advisers;
- contractors, inventory providers, utilities, insurers and deposit protection providers;
- accountants, auditors and other professional service providers;
- IT, cloud, software, communications, backup and website service providers;
- property portals and marketing platforms where relevant;
- local authorities, HM Revenue & Customs, regulators, law enforcement agencies and other public authorities; and
- other parties where disclosure is required by law or is necessary to establish, exercise or defend legal rights.

Where third parties process personal information on our behalf, we put appropriate contractual and security arrangements in place where required.

8. INTERNATIONAL TRANSFERS

Some of our suppliers or technology providers may process personal information outside the United Kingdom. Where this results in a restricted international transfer, we will ensure that the transfer is permitted under UK data protection law. This may include

relying on UK adequacy regulations or putting approved safeguards in place, such as the UK International Data Transfer Agreement or UK Addendum, where applicable.

9. DATA SECURITY

We use appropriate technical and organisational measures designed to protect personal information against unauthorised access, loss, misuse, alteration or disclosure. Access is restricted to people and service providers who have a legitimate need to use the information and who are subject to appropriate confidentiality and security obligations.

No method of electronic storage or transmission can be guaranteed to be completely secure, but we review the measures appropriate to the nature and risk of the information we process.

10. HOW LONG WE KEEP PERSONAL INFORMATION

We retain personal information only for as long as reasonably necessary for the purposes for which it was collected, including satisfying legal, regulatory, accounting and reporting requirements and establishing, exercising or defending legal claims.

Retention periods vary according to the type of record and the relationship concerned. In determining an appropriate period, we consider the nature and sensitivity of the information, the purposes for which it is held, contractual and regulatory requirements, applicable limitation periods, the potential for disputes or legal claims, and whether the information can be securely deleted or anonymised.

Where information remains relevant to an unresolved complaint, debt, dispute, investigation, regulatory matter or actual or anticipated legal claim, we may retain relevant records for longer where lawful and necessary.

11. MARKETING

We may send property information or other marketing communications where permitted by law. Where consent is required, we will obtain it. You can withdraw marketing consent or object to direct marketing at any time by using an unsubscribe facility in the relevant communication or contacting us.

Opting out of marketing does not prevent us from sending service, tenancy, property, contractual, legal or administrative communications that are not marketing.

12. COOKIES AND WEBSITE INFORMATION

Our website may use cookies and similar technologies for essential functionality, security, analytics and other permitted purposes. Where consent is legally required for non-essential cookies, we will seek that consent before using them.

Further information about the cookies and technologies used on our website should be available through our cookie notice or cookie preference mechanism.

13. YOUR DATA PROTECTION RIGHTS

Depending on the circumstances and the lawful basis being used, you may have the following rights in relation to your personal information:

- the right to be informed about how your information is used;
- the right to request access to personal information held about you;
- the right to request correction of inaccurate or incomplete information;
- the right to request erasure of personal information in certain circumstances;
- the right to request restriction of processing in certain circumstances;
- the right to data portability where the legal conditions apply;
- the right to object to processing in certain circumstances, including an absolute right to object to direct marketing;
- the right to withdraw consent at any time where processing is based on consent; and
- rights relating to solely automated decision-making and profiling where applicable.

These rights are not all absolute. We may be entitled or required to continue processing or retaining information despite a request, for example where necessary to comply with a legal obligation, protect the rights of another person, or establish, exercise or defend legal claims. If a right does not apply, or an exemption is relevant, we will explain this where required.

14. SUBJECT ACCESS REQUESTS

You may request access to personal information that we hold about you. We will respond in accordance with the statutory time limits and requirements applicable at the time of your request.

We may ask for information reasonably necessary to verify your identity or clarify the scope of a request. Data protection law contains exemptions and other provisions that may affect what information must be supplied, the applicable response period or whether a fee may lawfully be charged in particular circumstances. Any such provision will be considered on the facts of the individual request.

Requests may be made using the contact details in section 1. You do not have to use any particular wording or form.

15. AUTOMATED DECISION-MAKING

We do not currently intend to make decisions producing legal or similarly significant effects about individuals solely by automated means unless this is necessary for a service and permitted by law. If we introduce such processing, we will provide the additional information and safeguards required by data protection legislation.

16. COMPLAINTS

If you have concerns about how we use your personal information, please contact us first so that we have an opportunity to investigate and respond.

You also have the right to complain to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection. Current contact and complaint information is available on the ICO website.

17. CHANGES TO THIS PRIVACY POLICY

We will review this Privacy Policy regularly and update it where necessary, including where our services, systems, suppliers, legal obligations or use of personal information materially change. Where appropriate, significant changes will be brought to the attention of affected individuals before new processing begins.

18. CONTACTING US

For questions, comments or requests concerning this Privacy Policy or your personal information, please contact Results Estate Agents Limited using the contact details in section 1.

DOCUMENT CONTROL

Version 4.0. Effective 13 August 2026. This version replaces the previous privacy policy and should be reviewed whenever there is a material change to Results Estate Agents Limited's processing activities, suppliers, website technologies or legal obligations.