



PRIVACY POLICY

Last Updated: 23 October 2025

John Michael Properties Ltd

Company Number: 05582870

Registered Office: 2 Tower House, Hoddesdon, Hertfordshire, EN11 8UR

Contact: info@johnmichaelproperties.co.uk | 01279 248000

ICO Registration: Z2159266

1. Who We Are

We are a UK-based letting and property management agency, providing services to landlords, tenants, guarantors, and contractors. We act as the data controller for personal information you share with us.

2. How We Collect Your Data

We collect personal data directly from you via:

- Online enquiry forms on our website and Google Forms
- Referencing platforms
- Property portals (e.g. Rightmove)
- Email, phone, and in-person contact
- We also use cookies on our website — please see our [Cookies Policy] for details.

3. What We Collect and Why

We collect different types of personal data depending on your relationship with us:

Tenants & Guarantors

- Contact details, ID documents, address history
- Financial, employment, and landlord references
- Right to Rent documentation
- Sanctions and PEP checks
- Bank/card details (not stored)
- Inspection reports
Used for referencing, legal compliance, tenancy management, and dispute resolution
- Maintenance logs and repair history related to your tenancy
Used for property upkeep and compliance

Landlords

- Contact details, ID and ownership verification
- Bank details
- AML, sanctions and PEP checks
Used for due diligence, legal compliance and payment processing

Contractors

- Contact and business details
- Public liability insurance
- Bank details
- Maintenance job records and communication logs
Used for service tracking, compliance, and dispute resolution

4. Legal Basis for Processing

We process your data under one or more of the following lawful bases:



- **Contract:** to deliver our services
- **Legal obligation:** e.g. Right to Rent, deposit protection, AML checks
- **Legitimate interest:** e.g. property management, maintenance coordination
- **Consent:** for optional marketing communications

5. Who We Share Data With

We only share data when necessary and never for marketing purposes. Examples include:

- Referencing providers
- Deposit protection schemes
- Inventory companies
- Utility suppliers and local councils
- Maintenance contractors
- Management companies acting for freeholders
- HMRC (when legally required)
- Landlords and tenants (where appropriate)

6. International Transfers

Some of the third-party platforms we use (such as cloud storage, referencing providers, and inventory systems) may store or process data outside the UK. Where this occurs, we ensure that appropriate safeguards are in place to protect your personal data, in line with UK data protection law. This may include standard contractual clauses or reliance on adequacy decisions.

7. How Long We Keep Your Data

- **Maintenance logs:** retained for up to 6 years after tenancy or contractor engagement ends
- **Financial records:** 7 years (for accounting compliance)
- **ID and referencing documents:** retained for up to 12 months after tenancy ends unless required for legal purposes
- **Tenancy agreements and key dates:** retained indefinitely for reference and compliance
- **Marketing contacts:** removed on request if no ongoing business relationship

8. How We Protect Your Data

- Password-protected systems and devices
- Locked filing cabinets for paper records
- Antivirus software and secure networks
- Access restricted to authorised staff only

9. Your Rights


You have the right to:

- Access your personal data
- Request corrections
- Request deletion (unless legally required to retain)
- Object to marketing communications
- Request data portability (transfer to another provider where applicable)

To exercise your rights, contact our Data Protection Officer:

Jenna Upson

 jenna@johnmichaelproperties.co.uk


 01279 248000

 13 London Road, Bishops Stortford, Herts CM23 5NA


10. Complaints

If you're unhappy with how we handle your data, please contact Jenna Upson first. You also have the right to complain to the Information Commissioner's Office:

Information Commissioner's Office

 0303 123 1113

 casework@ico.org.uk

 Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

11. Updates

We review this policy regularly. Any updates will be published on our website and noted by the date above.