Privacy Policy – Bristol Student Lets & Clifton Rentals

Last updated: February 2026

1. Introduction

Welcome to Bristol Student Lets & Clifton Rentals. We are committed to protecting your personal information and ensuring transparency in how we collect and use data. This Privacy Policy explains what information we collect, how we use it, and your rights under the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

2. Personal Data We Collect

We collect and process the following categories of personal information depending on your relationship with us.

• Tenants: Contact details, identification, employment and income information, bank details, credit and referencing data, tenancy records.

• Landlords: Contact details, property ownership information, bank details, communication preferences.

3. How We Use Your Personal Data

• Providing letting and property management services

• Tenant referencing and affordability checks

• Preparing tenancy agreements and legal documents

• Managing rent payments, deposits and accounts

• Complying with legal requirements

• Handling maintenance and communications

4. Lawful Bases for Processing

• Contract

• Legal obligation

• Legitimate interests

• Consent

5. Who We May Share Your Data With

Referencing agencies
Online tenancy onboarding processing agents
Maintenance contractors
Deposit protection schemes
Utility providers
Local authorities
Accountants and auditors
IT and cloud service providers
Debt collection agencies
Co-tenants, guarantors, or permitted occupiers (where relevant to tenancy).

6. Data Retention

• Tenancy records: 6 years

• Financial records: 10 years

• Enquiry data: 12–24 months

7. Data Security

We use secure systems, encryption, access controls, and staff training to protect your data.

8. Your Rights

You have rights to access, correct, delete, restrict, or object to processing of your data. You may also contact the ICO at www.ico.org.uk.

9. Updates

We may update this Privacy Policy periodically.

10. Who is the Data Controller?

Bristol Student Lets & Clifton Rentals Ltd, registered at **37 Alma Vale Road, Clifton, Bristol, BS8 2HL**, is the *Data Controller* for the personal data we collect and process in relation to tenancy applications, landlord services, property management, and all associated activities.

This means we decide why and how your personal data is used.

Data Protection Contact

For any data protection questions, or to exercise your rights under the UK GDPR, you may contact our Data Protection Lead:

Email: office@bristol-student.co.uk
Telephone: 01173294961