BEVAN RESIDENTIAL

BEVAN RESIDENTIAL LIMITED

Privacy Policy

Version 2.0 | Last reviewed: 13 October 2026

This policy explains how Bevan Residential Limited collects, uses, stores and shares personal information when providing residential letting and property management services, and how you can exercise your data protection rights or raise a concern.

1. Who we are and how to contact us

Bevan Residential Limited (company number 15700856) is the data controller responsible for the personal information described in this policy. Our address is 24 Courthill Road, Poole, Dorset BH14 9HJ. You can contact us at office@bevanresidential.com or by telephone on 01202 931466. You can also write to us at the address above.

We have a designated contact for data protection matters. Please use the contact details above and mark your correspondence “Data Protection”. This policy does not imply that we are required to appoint a statutory Data Protection Officer.

2. Whose personal information we may process

Depending on our relationship with you, we may process information about landlords, prospective and current tenants, property applicants, guarantors, contractors and suppliers, and other people who contact us or are involved in a property transaction.

3. Personal information we collect

The information we collect depends on the service or interaction involved and may include:

- Identity and personal details, such as name, date of birth, nationality and, where relevant, marital status.
- Contact details, including postal address, email address and telephone number.
- Identity and right-to-rent evidence, such as passport or driving licence details and information needed for statutory checks.
- Financial and affordability information, such as bank details, income, payslips, credit-reference information and rent-payment history.
- Employment and education details, including employer or educational institution contact details where relevant to an application or reference.
- Property and tenancy information, including current and previous addresses, property ownership or landlord details, tenancy agreements, occupancy details, inspection records and communications about a property.
- Information relating to services and property maintenance, including instructions, access arrangements, contractor reports, invoices and relevant correspondence.

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4. How we obtain personal information

We may obtain information:

- Directly from you, for example when you contact us, complete an application or provide documents.
- From landlords, tenants, guarantors or other people involved in a letting or property-management matter.
- From credit-reference, referencing or identity-check providers, previous landlords, employers or educational institutions, where relevant and appropriate.
- From property portals and online enquiry services, such as Rightmove, Zoopla and OnTheMarket, and from our website or email correspondence.
- From public registers, government bodies or other publicly available sources where relevant to our services or legal obligations.

Where we obtain information about you from another source, we will provide the required privacy information, including the categories and source of the information, where applicable.

5. Why we use personal information and our lawful bases

We use personal information only where we have an appropriate lawful basis. Depending on the circumstances, this may be:

- To provide letting and property-management services, respond to enquiries, assess applications, arrange tenancies and administer our relationship with landlords and tenants. Lawful basis: taking steps at your request before entering a contract, or performing a contract.
- To meet legal and regulatory requirements, including applicable identity, right-to-rent, accounting, tax and record-keeping obligations. Lawful basis: compliance with a legal obligation.
- To prevent and detect fraud, manage risks, protect property and pursue or defend legal claims. Lawful basis: legitimate interests and, where applicable, compliance with a legal obligation.
- To administer our business, maintain accurate records, handle complaints and improve our services. Lawful basis: performance of a contract, compliance with a legal obligation or legitimate interests, depending on the purpose.
- To send marketing communications, where permitted by law. We will rely on consent where required or another lawful basis where legally available, and you can opt out of direct marketing at any time.

Where we rely on legitimate interests, those interests may include operating and improving our lettings business, communicating with relevant parties, protecting our services and property, and resolving disputes. We consider the impact on your rights and interests before relying on this basis.
If we ask you to provide information required by law or necessary to enter into or perform a contract, we will explain this at the time where appropriate. If you do not provide information that is necessary for a tenancy, reference or legal check, we may be unable to progress the application or provide the relevant service.

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6. Who we share personal information with

We share information only where reasonably necessary for the purposes described in this policy, including with:

- Landlords, tenants, prospective tenants, guarantors and other letting agents involved in a relevant property matter.
- Referencing, credit-reference, identity-verification and fraud-prevention providers.
- Employers or educational institutions, where relevant to a reference and where appropriate.
- Contractors and service providers, such as maintenance, utility, cleaning, inventory and inspection providers, where needed to arrange or manage services.
- Tenancy deposit protection schemes and other organisations involved in administering a tenancy.
- Banks, accountants, solicitors, insurers, debt-recovery providers and other professional advisers where required for our business or a relevant matter.
- Government bodies, regulators, law-enforcement agencies and courts where required by law or where disclosure is otherwise lawful.
- Our IT, cloud-storage, email and other business-service providers who support our operations.

We require service providers who process information on our behalf to protect it appropriately and to use it only in accordance with our instructions and applicable law. We do not sell personal information.

7. International transfers

Some of our service providers may store or process information outside the United Kingdom. Where personal information is transferred internationally, we will ensure that an appropriate legal transfer mechanism and safeguards are in place where required by data protection law. Please contact us if you would like further information about any relevant transfer and safeguards.
ACTION BEFORE PUBLICATION: confirm whether any current website, email, cloud, referencing or property management provider transfers or stores personal data outside the UK, and amend this section to identify the relevant countries or safeguards where applicable.

8. How long we keep information

We keep personal information only for as long as reasonably necessary for the purpose for which it was collected, including to meet legal, accounting, tax, regulatory and reporting requirements and to handle queries or legal claims. Accounting and tax records are generally retained for six years from the end of the relevant accounting period where required. Retention periods for other records depend on the type of record, the relationship involved, applicable legal requirements and whether a dispute or claim may arise. When information is no longer needed, we will securely delete it or anonymise it where appropriate.

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9. How we protect personal information

We use appropriate technical and organisational measures designed to protect personal information against unauthorised access, loss, misuse, alteration or disclosure. Information may be held in secure paper files, computer systems, servers and cloud-based business software. No method of transmission or storage is completely secure, but we take reasonable steps to protect the information we hold.

10. Your data protection rights

Depending on the circumstances and the lawful basis for processing, you may have the right to:

- Be informed about how your personal information is used.
- Request access to the personal information we hold about you.
- Ask us to correct inaccurate or incomplete information.
- Request erasure of your information in certain circumstances.
- Request restriction of processing in certain circumstances.
- Receive certain information in a portable format, or ask us to transfer it to another organisation, where the right applies.
- Object to processing based on our legitimate interests, in certain circumstances.
- Object at any time to the use of your personal information for direct marketing.
- Withdraw consent where we rely on consent. Withdrawal does not affect processing carried out before consent was withdrawn.

These rights are not absolute and may not apply in every situation. To exercise a right, contact us using the details in section 1. We may need to verify your identity before responding. We aim to respond within the time limits set by data protection law.

11. Automated decision-making

We may use information supplied by you or by third-party referencing providers as part of application and risk-assessment processes. We do not intend to make decisions about you solely by automated means where those decisions have legal or similarly significant effects without providing any information required by law. If any such automated decision-making or profiling is used, we will provide the relevant information about the process, its significance and likely consequences.
ACTION BEFORE PUBLICATION: confirm whether any referencing or screening provider makes solely automated decisions with legal or similarly significant effects. If so, this section should describe the actual process.

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12. Data protection complaints

If you are concerned about how we have collected or used your personal information, please contact us first so that we can investigate. You can make a complaint by emailing office@bevanresidential.com with the subject “Data Protection Complaint”, or by writing to Bevan Residential Limited, 24 Courthill Road, Poole, Dorset BH14 9HJ. Please explain what happened, what information or processing your complaint concerns and, if possible, what outcome you are seeking. You do not need to use a particular form.
We will acknowledge your complaint within 30 days of receiving it. We will make appropriate enquiries, keep you informed about progress where appropriate, and communicate the outcome without undue delay. If you need help making a complaint, please contact us and we will take reasonable steps to help you raise it.
You also have the right to complain to the Information Commissioner's Office (ICO), the UK data protection regulator. Information is available at https://ico.org.uk/make-a-complaint/ or you can contact the ICO at Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF. We would welcome the opportunity to address your concerns first, but this does not affect your right to contact the ICO.

13. Personal data breaches

If a personal data breach occurs, we will assess it and take appropriate steps to contain and address it. Where required by law, we will report the breach to the ICO and notify affected individuals without undue delay where the breach is likely to result in a high risk to their rights and freedoms.

14. Cookies and website use

When you use our website, technical information may be processed by our website host and service providers. If our website uses cookies or similar technologies, details of the cookies, their purposes and how you can manage your preferences should be provided in a separate cookie notice or through the website's cookie controls.
ACTION BEFORE PUBLICATION: check the live website and add or link to a cookie notice that accurately reflects the cookies, analytics, embedded content and other technologies actually in use.

15. Changes to this policy

We review this policy at least annually and when there are material changes to our services, data-handling practices or legal requirements. The latest version will be made available on our website or on request. Where a change materially affects how we use

your personal information, we will take steps to bring it to your attention where appropriate.

Review record

Version: 2.0
Last reviewed: 13 October 2026
Next scheduled review: October 2027, or sooner if our practices or legal requirements change.