

Nine Estate Agents Ltd — Customer Privacy Notice

Last updated: 27 March 2026

Contact details

Telephone

0330 1 33 88 99

Email

lettings@nineestateagents.com

Data Protection Officer

We are not required to appoint a Data Protection Officer. If you have any questions about how we handle your personal data or wish to exercise your data protection rights, please contact us using the details above.

What this notice covers

This privacy notice explains what personal information we collect, why we collect it, how we use it, who we share it with, how long we keep it, and your rights under data protection law.

What information we collect and why

We collect personal information to provide and improve our services, to comply with legal obligations, and to protect the welfare of our clients. The categories below summarise the types of information we may collect and the purposes for which we use it.

Personal and contact details

Names; addresses; telephone numbers; email addresses; pronoun preferences.

Identity and verification

Date of birth; identification documents; Right to Rent checks.

Financial and transactional information

Payment details; bank or card information; income and expenditure; transaction history.

Property and tenancy records

Tenancy agreements; inventories; meter readings; maintenance and repair records.

Health and safeguarding information

Health conditions where relevant to a tenancy or welfare; emergency contact details.

Criminal records and background checks

Relevant convictions or checks required by law.

Communications and service records

Emails, call recordings, meeting notes, complaints, and correspondence.

Technical and website data

IP addresses; browser and device information; website usage data.

Lawful bases for processing and your rights

We rely on one or more lawful bases under UK data protection law to process personal data, including:

- Contract — to perform our obligations under tenancy or service contracts.
- Legal obligation — to comply with statutory duties.
- Legitimate interests — for business administration, fraud prevention, and service improvement.
- Consent — where you have given permission for marketing or other optional processing.

Your rights include the right to access, rectify, erase, restrict processing, object to processing, request portability, and withdraw consent where applicable. We will respond to requests without undue delay and within one month where possible. To make a request, contact us using the details above.

Where we get personal information from

- Directly from you
- Regulatory authorities and legal bodies
- Credit reference agencies
- Previous employers or referees
- Providers of marketing lists (where applicable)
- Publicly available sources

How long we keep information

We retain personal information only for as long as necessary to fulfil the purpose for which it was collected and to meet legal, regulatory, and accounting requirements.

Typical retention periods we apply are:

- Tenancy and property management records: up to 6 years after the tenancy ends.
- Financial and transactional records: 6 years to comply with HMRC requirements.
- Right to Rent documentation: 1 year after the tenancy ends.

- General enquiries and marketing records: up to 2 years, unless you withdraw consent sooner.
- Maintenance and repair records: up to 6 years where relevant to disputes or claims.

Where no specific legal requirement applies, we will securely delete or anonymise information when it is no longer needed.

Who we share information with

We share personal information only where necessary and with appropriate safeguards.

Typical recipients include:

- Joint controllers and processors — e.g., CRM providers such as Vebra Solutions Limited (Alto).
- Service providers — contractors, maintenance suppliers, insurers, debt collection agencies.
- Professional advisers — solicitors, accountants, auditors.
- Regulatory and emergency services — where required by law or to protect safety.
- Other organisations — where you have given consent or where we are legally obliged to share information.

We do not transfer personal data outside the United Kingdom.

Automated decision-making

We do not use automated decision-making or profiling that produces legal or similarly significant effects.

Providing your personal information

Some information is required to enter into or perform a contract with us or to comply with legal obligations. If you do not provide required information, we may be unable to provide our services. Other information is optional and provided voluntarily.

How to complain

If you have concerns about how we use your personal data, please contact us using the contact details above. If you remain unhappy after contacting us, you may complain to the Information Commissioner's Office.

ICO contact details

Information Commissioner's Office

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

Helpline: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>

Document control

Version: 1.0

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