

Letts-Stay Ltd - Lettings & Serviced Accommodation

Privacy Policy

Last updated: 19th January 2026

This Privacy Policy explains how Letts-Stay Ltd ("we", "us", "our") collects, uses, stores and shares personal data in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

We operate multiple property-related services, including:

- Residential lettings (including HMOs)
- Serviced accommodation, holiday lets and accommodation for temporary workers

This Privacy Policy applies to all individuals whose personal data we process across these services.

1. Who we are

Data Controller: Letts-Stay Ltd.

Registered address: Charter House, Wyvern Court, Stanier Way, Wyvern Business Park, Derby, DE2 1 6BF

Email: info@letts-stay.co.uk

Telephone: 01757 322324

If you have any questions about this Privacy Policy or how we handle your data, please contact us using the details above.

2. Who this policy applies to

We may collect and process personal data relating to the following categories of individuals:

- Tenants (including HMO tenants)
- Applicants for residential tenancies
- Guests staying in serviced accommodation or holiday lets
- Temporary workers and corporate guests



- Landlords and property owners
- Enquirers and website users
- Contractors, suppliers and professional advisers

3. Personal data we collect

The type of personal data we collect depends on your relationship with us and the service you are using.

a) Lettings and HMO services

We may collect:

- Name, date of birth and contact details
- Proof of identity and Right to Rent documentation
- Referencing and affordability information
- Employment details
- Rent payment and arrears history
- Correspondence and records of contact

b) Serviced accommodation, holiday lets and temporary worker stays

We may collect:

- Name and contact details
- Booking and stay information
- Payment and billing details
- Identification for verification purposes
- Vehicle registration details (where applicable)
- Guest logs and occupancy information

c) General and business-related data

We may also collect:

- Information provided via enquiry forms, emails or telephone calls
- Website usage data and cookies (see section 10)
- Marketing preferences

4. How we use your personal data

We use personal data for the following purposes:

- To enter into and manage tenancy agreements or accommodation bookings
- To comply with legal and regulatory obligations (including Right to Rent and HMO licensing)



- To communicate with tenants, guests, landlords and service providers
- To manage payments, deposits and invoices
- To maintain safety, security and property management standards
- To prevent fraud and misuse of our properties
- To improve our services and customer experience
- To send marketing communications, where permitted

5. Lawful bases for processing

Under UK GDPR, we rely on the following lawful bases when processing personal data:

- **Contract** – where processing is necessary to enter into or perform a tenancy agreement or accommodation booking
- **Legal obligation** – where required to comply with laws and regulations
- **Legitimate interests** – for business operations, property management, fraud prevention and security
- **Consent** – for marketing communications where required

6. Sharing your data

We may share personal data with:

- Landlords and property owners
- Referencing and credit check agencies
- Local authorities and regulatory bodies
- Utility providers and deposit protection schemes
- Booking platforms and payment providers
- Contractors such as cleaners, maintenance providers and tradespeople
- Professional advisers including accountants, legal advisers and insurers

We only share data where necessary and ensure appropriate safeguards are in place.

7. Data retention

We retain personal data only for as long as necessary for the purposes for which it was collected, including:

- The duration of a tenancy or stay
- Any statutory or regulatory retention periods



- To resolve disputes or enforce agreements

Retention periods vary depending on the type of data and legal requirements.

8. Your data protection rights

You have the right to:

- Access your personal data
- Request rectification of inaccurate data
- Request erasure of your data (where applicable)
- Restrict or object to processing
- Request data portability
- Withdraw consent at any time (where consent is relied upon)

To exercise your rights, please contact us using the details in section 1.

9. Data security

We take appropriate technical and organisational measures to protect personal data against loss, misuse, unauthorised access or disclosure.

10. Cookies and website usage

Our website may use cookies and similar technologies to improve functionality and analyse usage. Further details are provided in our Cookie Policy or cookie banner.

11. Complaints

If you are unhappy with how we handle your personal data, you have the right to lodge a complaint with the Information Commissioner's Office (ICO):

www.ico.org.uk

We would, however, appreciate the opportunity to resolve your concerns directly first.

12. Landlord Privacy Notice

This Landlord Privacy Notice explains how we collect and use personal data relating to landlords and property owners who instruct us to provide lettings, HMO management or serviced accommodation services.

a) Personal data we collect about landlords



We may collect and process the following information:

- Name, address and contact details
- Proof of identity and verification information
- Property ownership details
- Bank account details for rent and income payments
- Correspondence and records of instructions
- Insurance, safety certification and compliance documentation
- Tax-related information where required

b) How we use landlord personal data

We use landlord personal data to:

- Enter into and manage management or agency agreements
- Market, let and manage properties on your behalf
- Manage rent collection, invoicing and payments
- Comply with legal and regulatory obligations
- Communicate with you about your property and our services
- Maintain records for accounting, auditing and dispute resolution

c) Lawful bases for processing landlord data

We process landlord personal data under the following lawful bases:

- Contract – to perform our obligations under our agreement with you
- Legal obligation – to comply with property, tax and regulatory requirements
- Legitimate interests – to manage our business, provide property services and protect our legal position

d) Sharing landlord data

We may share landlord personal data with:

- Tenants or guests where necessary for the management of the property
- Local authorities and regulatory bodies
- Contractors and service providers
- Professional advisers such as accountants, legal advisers and insurers

13. Changes to this Privacy Policy

We may update this Privacy Policy from time to time. The latest version will always be available on our website and provided upon request.

