

Privacy Notice

Last updated: 27 July 2026

Giles Cardwell Residential Lettings Privacy Notice

Giles Cardwell Residential Lettings ("we", "us", "our") is committed to protecting your privacy and handling your personal information fairly, lawfully and transparently.

This Privacy Notice explains how we collect, use, store and share your personal information when you use our website, enquire about our services, become a landlord, tenant, guarantor or contractor, or otherwise interact with us.

Who we are

Giles Cardwell Residential Lettings

32 Grove Place
Bedford
MK40 3JJ

Telephone: 01234 347121

Email: info@gilescardwell.co.uk

We are the data controller responsible for your personal information.

What information we collect

Depending on your relationship with us, we may collect:

Personal details

- Name
- Address
- Telephone number
- Email address
- Date of birth

Identification

Where required by law or to verify identity we may collect:

- Passport
- Driving licence
- Proof of address
- Right to Rent documentation

Financial information

Where relevant we may collect:

- Bank account details
- Employment information
- Income
- Credit information
- Rent payment history

Property information

This may include:

- Current address
- Previous addresses
- Tenancy history
- Property ownership information

Communications

We keep records of:

- Emails
- Telephone conversations
- Letters
- Enquiry forms
- Maintenance requests
- Complaints

Website information

When you visit our website we may collect:

- IP address
- Browser type
- Device information
- Pages visited
- Cookies and similar technologies

How we collect your information

We collect information:

- Directly from you
- Through our website

- During viewings
 - During tenancy applications
 - From landlords
 - From employers and referees
 - From Lettings in a Box for tenant referencing
 - From credit reference agencies where appropriate
 - From public sources where permitted by law
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Why we use your information

We use your information to:

- Respond to enquiries
 - Arrange viewings
 - Process tenancy applications
 - Carry out referencing
 - Prepare tenancy agreements
 - Collect and manage rent
 - Manage properties
 - Arrange repairs and maintenance
 - Protect landlords, tenants and our business from fraud
 - Comply with legal obligations
 - Maintain business records
 - Deal with complaints
 - Send service updates
 - Send marketing communications where permitted by law
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Our lawful basis for processing

Under the UK GDPR we rely on one or more of the following lawful bases.

Contract

We process personal information where it is necessary to enter into or perform a tenancy agreement, management agreement or other contract with you.

Legal obligation

We process personal information where required to comply with legal obligations, including:

- Right to Rent checks
- Anti-money laundering legislation (where applicable)
- HMRC requirements
- Court orders
- Health and safety obligations
- Housing legislation

Legitimate interests

We process information where necessary for our legitimate business interests, including:

- Managing rental properties
- Communicating with landlords and tenants
- Preventing fraud
- Recovering debts
- Protecting our legal rights
- Maintaining accurate business records
- Improving our services
- Ensuring the efficient operation of our business

Where we rely on legitimate interests we balance our interests against your rights and freedoms.

Consent

Where we rely on consent, such as certain marketing communications, you may withdraw your consent at any time.

Who we share information with

We only share information where necessary.

This may include:

- Landlords
- Prospective tenants
- Guarantors
- Lettings in a Box (tenant referencing)
- Jupix (property management software)
- Deposit Protection Service or another authorised tenancy deposit scheme

- Maintenance contractors
- Inventory clerks
- Gas Safe engineers
- Electricians
- Plumbers
- Locksmiths
- Solicitors
- Accountants
- Credit reference agencies
- HM Revenue & Customs
- Local authorities
- Police and law enforcement agencies where required by law
- Courts and regulators

All organisations processing information on our behalf are required to keep it secure and confidential.

International transfers

We do not routinely transfer personal information outside the United Kingdom.

If one of our service providers stores information overseas, we will ensure appropriate safeguards are in place as required by UK data protection law.

How long we keep your information

We only keep personal information for as long as necessary.

Typical retention periods are:

Information	Retention Period
General enquiries	Up to 12 months
Unsuccessful tenancy applications	12 months
Tenancy files	6 years after the tenancy ends
Landlord records	6 years after the business relationship ends
Financial records	6 years

Information	Retention Period
Identity verification documents	As required by law
Complaint records	6 years
Marketing records	Until consent is withdrawn or no longer required

Where legal proceedings are ongoing, records may be retained for longer.

Marketing

If you have asked to receive marketing communications we may contact you by email or telephone.

You can opt out at any time by contacting us or using the unsubscribe link in our emails.

Cookies

Our website uses cookies to help it function properly and to understand how visitors use our website.

Where required by law, we will ask for your consent before placing non-essential cookies on your device.

Please see our Cookie Policy for further information.

Keeping your information secure

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

Access to personal information is restricted to those who need it to carry out their work.

Your rights

You have the right to:

- Request access to your personal information
- Request correction of inaccurate information
- Request deletion of information where applicable
- Request restriction of processing
- Object to certain processing
- Request transfer of your information where applicable
- Withdraw consent where processing is based on consent

To exercise any of these rights, please contact us using the details above.

Complaints

If you are unhappy with how we have handled your personal information, please contact us first so we can try to resolve your concerns.

You also have the right to complain to the Information Commissioner's Office (ICO).

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Telephone: 0303 123 1113

Website: www.ico.org.uk

Changes to this Privacy Notice

We may update this Privacy Notice from time to time.

Any changes will be published on this page together with the revised date shown at the top.